

EAGLSSM User's Guide



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EAGLS USERS GUIDE CONTENT CHANGES – Effective 01/08/2001

These updates have been made to the EAGLS Users Guide (and Job Aids noted) and are reflected in the online User Guide currently posted on the Web site.

Chapter	Lesson	Page/ Section	Change To/Add To/Delete
8	1	Page 295	Deleted the “Note:” and the Menu Option which references the “What’s New” section on the default Reports window.
8	2	Reports Functionality Matrix – page 306 Cancellation Report	Changed description to read, “Lists information for accounts that have been cancelled or are within 10 days or less of being cancelled on a daily basis, including accounts over 126+ days past due.”
8	2	Reports Functionality Matrix – page 307 Delinquency Report	Changed description to read, “Provides a list of all account balances that are in a state of delinquency (accounts with past due balances of 30, 60, 90, 120, 150, 180+ days).
8	2	Reports Functionality Matrix- (pages 308 – 309) Please see the following reports: <ul style="list-style-type: none"> • Delinquency – Hierarchy Level/Severity • Delinquency – Hierarchy/ Severity Summary Updated Job Aids include: <ul style="list-style-type: none"> • Delinquency Reports • Reports Functionality Matrix • Reports Selection Matrix 	To more accurately reflect the data contained within the Delinquency Reports, all references to <i>Delinquency Cycle timeframes</i> have been changed to the following:* <ul style="list-style-type: none"> • Cycle 2 = 61 – 90 days past due • Cycle 3 = 91 – 120 days past due • Cycle 4 = 121 – 150 days past due • Cycle 5 = 151 – 180 days past due • Cycle 6 = 181- 210 days past due
8	3	Report Scheduling Prompts – page 336	Changed “Delinquency” prompt description to reflect the changes in the <i>Delinquency Cycle timeframes</i> noted above. *

Chapter	Lesson	Page/ Section	Change To/Add To/Delete
8	6	Delinquency Reporting- page 353	Changed Description to read, "The Delinquency Report lists all accounts that have past due balances from 30 to 180+ days. Accounts are grouped by 30, 60, 90, 120, 150, and 180+ days past due."
8	6	<p>What you need to Know – page 355</p> <p>Delinquency by Status table – page 355</p> <p>Delinquency Statuses – page 355</p>	<p>Changed reference to Delinquency Cycle timeframes to reflect those noted from above. *</p> <p>Changed the following 2 Statuses to read, Cancellation: IBAs 126 – 180+ days past due Cancellation: (DOI/SBA): IBAs 96 – 180+ days past due</p> <p>Changed statuses to read as follows: <ul style="list-style-type: none"> • Delinquent: An account is considered delinquent when it has balances over 45 days past due from the billing date. However, accounts will display on the Delinquency Reports at 31days past due from the billing date. • Suspension: An IBA has balances over 60 days past due from the billing date or a CBA has balances over 90 days past due from the billing date. The account is now suspended which means the account or individual is prohibited from making purchases. • Cancellation: An IBA has balances over 126 days past due from the billing date. The account is now cancelled and closed, and the accountholder may be reported to the credit bureau. (For DoI and SBA, IBAs reach Cancellation status at 96 days past due from the billing date.) • Charge-off: An account has balances over 210 days past due from the billing date. The account is now charged off and may be referred to an attorney or collection agency. Charged-off amounts are subtracted from purchases when calculating the agency refund. </p>
8	6	Key Questions – page 357	<p>The answers to the following questions have been updated as follows:</p> <p>4. Q: What happens if a payment is made on a delinquent account? A: Partial payments are applied against the oldest balances first. For suspended accounts, the delinquent balance must be paid in full before the suspension is revoked.</p> <p>12. Q: What happens if full payment is made on cancelled account? A: The payment will be recorded but the account will remain cancelled.</p>

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Glossary



Welcome to EAGLSsm

EAGLS (Electronic Account Government Ledger System) is designed to meet the unique requirements within U.S. Government agencies.

EAGLS is a secure, Web-based system designed to help you perform everyday administrative and accounting tasks and analyze program activities online. It is engineered to help you streamline the most common management activities from a single program interface - 24 hours a day. EAGLS is intended to provide you with quick, easy access to program information and data, all from your desktop.

The EAGLS release, version 5.1, enhances the system with refined screen design and navigation tools, as well as improved functionality.

Benefits and Advantages of EAGLS

Fully Automated System

EAGLS provides program and transaction data from one single interface .

Remote User Access

The system offers fast, convenient access to transaction and agency information 24 hours a day, 7 days a week, every year, at any user location worldwide. As a program manager, you are authorized to use EAGLS and may also authorize your account holders to use EAGLS.

Streamlined Reconciliation

Authorized users can reconcile online, assign cost allocations, and create interfaces into your agency's finance and accounting systems.

Enhanced Reporting

EAGLS allows users to receive data within their span of control, in a variety of formats. Reports are your most important tool to successfully monitor and manage your agency's program.

Security

- Provided through the EAGLS closed intranet connection
- EAGLS is hosted and maintained by IBM Global Systems (IGS) in a secure facility, protected by a robust system of dedicated and specific firewalls, in conjunction with Bank of America EAGLS Technical Systems Support and Information Security teams.
- Encrypted SSL (Secured Socket Layer) Connection - detects tampering to determine if data has been altered during its transmission
- Global Site Certificate - reserved by law for internet service by U.S. financial institutions and government agencies, which allows users to exchange data with a minimum 128 bit encryption arrangement.

- Norton Antivirus - used to detect and remove viruses from the EAGLS environment. It runs in the background, providing continuous, automatic protection.
- Driven by User IDs and passwords limiting access to authorized personnel.
- User Profiles invoke role-based access controls which stay with the user throughout the online session. It limits or expands what users can see and the functions, accounts, hierarchies and agencies to those relevant to their job, assignment and organization.
- Changes to specific screens and user access cannot be made without A/OPC approval. All changes must be made in accordance with your agency/organization's policy.

Before You Begin

How to use this guide

EAGLS is designed to help you effectively complete your daily Government Card Program responsibilities as an Approving or Reviewing Official (AO or RO), Agency/Organization Program Coordinator (A/OPC), Transaction Dispute Officer (TDO), Designated Billing Officer (DBO), or Card/Account Holder (AH). This guide provides a detailed description of each EAGLS function, and various features. Organized in specific sections, this guide will show you how to effectively perform everyday tasks such as updating account holder information and performing cost allocation.

This guide includes EAGLS functionality for all Government Card Program product lines including Purchase, Travel, and Integrated card programs.

Each chapter includes an overview page listing:

- An overview of the EAGLS function
- What you will learn in the chapter
- A list of introductions and lessons
- Benefits and advantages of the EAGLS function

Individual lessons within each chapter include an introductory page listing:

- A description of the function
- What you will need before you begin
- What you will learn in the lesson
- Situations where you may use the function
- The screens you will use in the lesson
- Available hyperlinks introduced in the lesson
- What you need to know before you begin
- Key terms

***Note:** Key terms will be defined in each lesson as they are introduced. A glossary at the end of the guide contains all key terms and definitions. Each lesson contains step-by-step instructions to help you accomplish each task with screen prints displaying the information described in the steps.*

EAGLS System Requirements

In order to use EAGLS you will need the following minimum requirements:

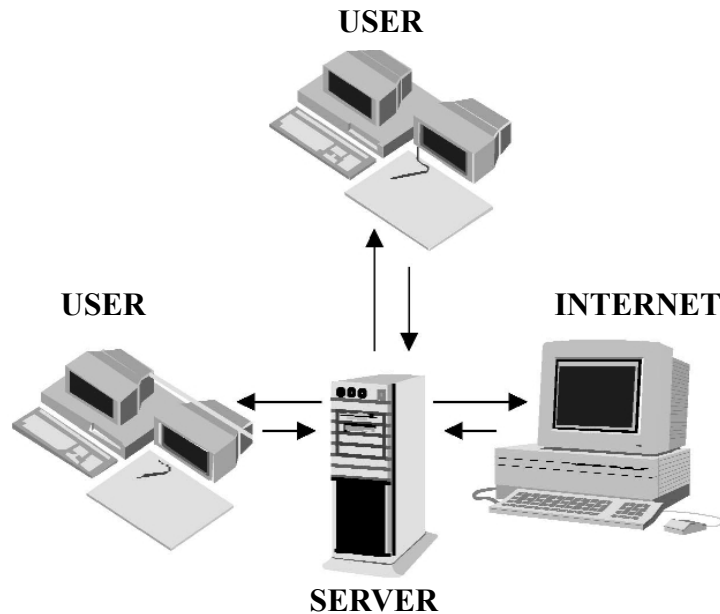
- NT or Windows 95 (or later version, such as Windows 97 or 98)
- Netscape 4.0 or Internet Explorer 4 with Service Pack 2 as a browser
- Modem 28,800 baud rate or higher

Your connectivity will determine how fast you will access and perform tasks within EAGLS. Connectivity can be defined as how you access the Internet. The Internet is an amalgamation of computer networks located around the world; a network is two or more computers connected by cable designed to exchange information. The type of line you have connecting your system to the Internet is important. It determines the speed with which you will be able to access and download information.

There are three primary ways you can connect to the Internet:

- Modem – A device that enables your computer to communicate to another computer via conventional analog telephone lines.
- ISDN (Integrated Services Digital Network) – A digital, rather than analog line. An ISDN allows data to be sent much faster than a conventional telephone line.
- T1 and T3 lines – A dedicated high-speed digital line.

Your connectivity plays a crucial part in determining how efficiently you perform your day-to-day duties within EAGLS, such as requesting reports. This is especially significant during those peak times of the day when a high percentage of the co-workers on your server are trying to use the Internet. A server is simply a computer that is on the network and shares resources with other network users. The diagram below represents multiple *users* on the same *server*.



The server is the means by which multiple users access the Internet. Once the server connects to the Internet it brings back the requested information and then disburses it to the appropriate user. So the connectivity of the server is extremely important. Having a server that is connected to the Internet via a modem (phone line) is slower than using an ISDN line or T1 or T3 line.

Authorized Users of EAGLS

EAGLS users are assigned User Profiles that determine the screens they are authorized to access and tasks they can perform. For example, an A/OPC responsible for the program in one agency may be authorized to make credit limit changes on accounts, while another A/OPC from a different agency may not. Specific access levels are defined by your agency/organization.

A/OPCs are authorized to use EAGLS and may also authorize account holders to use EAGLS. A/OPCs are also responsible for maintaining and approving account holder access to specific EAGLS screens. EAGLS is designed to ensure the highest level of secure access. Changes to specific screens and to user access cannot be made without A/OPC approval. All changes must also be in accordance with your agency/organization's policies.

EAGLS Users

Account Holder (also referred to as "cardholder")

- Access limited specifically to his/her own account
- Account holder is responsible for reconciling and disputing his/her own transactions.

Approving or Reviewing Official (AO or RO)

- Can review the transactions for the account holders under his/her hierarchy

Agency/Organization Program Coordinator (A/OPC or APC)

- Responsible for the day-to-day operations of card program management
- Also serves as liaison between the account holder and Bank of America
- Access is limited to accounts within the A/OPC's span of control and below.

Transaction Dispute Officer (TDO)

- Responsible for handling transaction disputes on Centrally Billed Accounts (CBAs) and/or Individually Billed Accounts (IBAs)
- Access is limited to the TDO's span of control and below.

Designated Billing Officer (DBO)

- The DBO approves and reconciles the agency invoice.
- Access is limited to accounts within his/her span of control and below.

Clerical

- Assists the A/OPC in the day-to-day operations of Card Program management
- Has limited access to inquiry functions

Hierarchy Levels — Span of Control

Hierarchy is the mechanism by which accounts are grouped for reporting and information access purposes. Hierarchy is designed to determine the path and level at which information will be distributed to EAGLS users within their span of control. Span of control consists of all accounts you are authorized to maintain.

Rules for hierarchy structure are as follows:

- Hierarchy is defined by your reporting structure and agency guidelines.
- There can be up to eight maintainable hierarchy levels within an agency reporting structure.
- Each unit within a hierarchy can have up to 99,999 sub-units.
- Each unit is identified by a seven digit number that can be defined by the agency and carries a meaning such as cost center or accounting center.
- Hierarchy is flexible - new levels and new units may be added up to eight levels.
- An account's total can be seen at the level which it is assigned and at higher levels.
- Each level is defined by the agency.

EAGLS System Features

EAGLS system features will help you perform a variety of administrative and accounting tasks such as online account setup and activation, account maintenance, reconciliation and cost allocation. EAGLS is a menu-driven system, with all functionality accessible through the EAGLS Main Menu options. Following is a summary of the functionality contained within each Main Menu option:

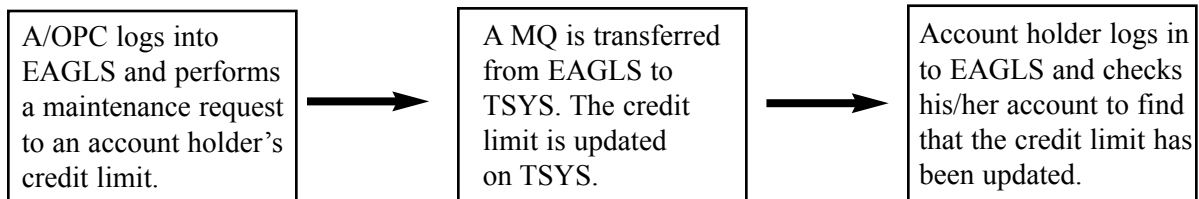
Select this EAGLS menu option:	To perform this task:
Account Inquiry/Maintenance	<ul style="list-style-type: none"> • Search for an account holder account by account number, last name/first name, social security number or hierarchy level. • Activating and deactivating accounts • Search for, change or update account information
Inquiry	A read only function that allows you to view information pertaining to your agency, central account, and vehicle accounts.
Maintenance	<ul style="list-style-type: none"> • Perform routine card program tasks • Access and process account holders' queued requests • Perform some maintenance functions on accounts
Program Information	Connects directly to Government Card Services Unit Technical Helpdesk where you can access and download General Services Administration program forms and the GSA newsletter. (Some functions, such as maintenance to a central account, require that a form be completed and forwarded to GCSU.)
Setup	Set up an account and establish new accounting centers
Transaction Data	View and work with detailed transaction data
User Options	Create and maintain User Profile information, which will affect the data and functions that are accessible to a user
Reporting Tool	Access the online Reporting Tool that includes a customizable menu of report options you can use to analyze EAGLS account data. Data can be exported to a number of different formats to meet your specific reporting needs.
Help	Connects you directly to the GSCU Technical Helpdesk Web site for online assistance and access to program updates, program forms, EAGLS reports, and hyperlinks to other related EAGLS Web sites.
Training	Links you directly to the EAGLS Training Web page housed on the GCSU Technical Helpdesk Web site. There you can access job aids and access the EAGLS training guide sections for information on specific functionality.
Log Off	Signs you completely out of EAGLS

EAGLS Process

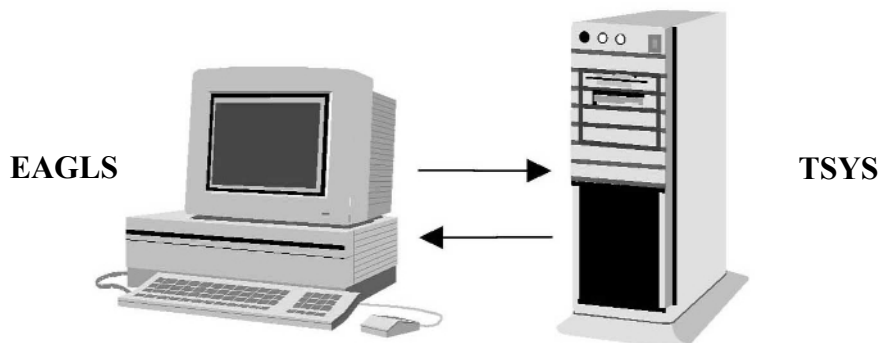
EAGLS is a Web-based system, not a software program. Your requests and changes are updated and maintained within EAGLS, and then forwarded to the Bank of America mainframe system. This information is passed from the Bank of America mainframe system to Total Systems (TSYS), and TSYS in turn passes data back to EAGLS. TSYS is the company used to process all bank card data for Bank of America.

EAGLS and TSYS communicate through interfaces. An interface is the point where independent systems interact. There are two interfaces to transfer information between EAGLS and TSYS; one is Message Query (MQ) and the other is the Data Exchange File (DEF).

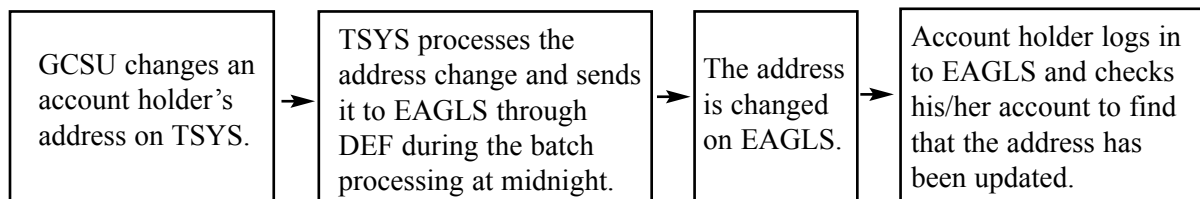
Message Query Process (MQ)



MQ transfers data from EAGLS to TSYS. Information is transferred to TSYS in real-time and in a queued process. Queued requests are forwarded to an APC, Designated Billing Officer (DBO, person responsible for payment of the central account and centrally billed accounts), or GCSU prior to approval. An approving official must perform the required action before the request is processed.



Total Systems Process (TSYS)



DEF transfers all information from TSYS to EAGLS during batch processing. Batch processing is defined as all data and maintenance performed on TSYS, on any given day, and transferred to EAGLS during evening processing. The "As of" date on the Main Menu indicates the latest DEF date, which is the file received from processing with the latest update information from the database. The user can easily determine if their transactions have been processed and updated to the system.

Understanding Account Holder Responsibilities

There are two account billing types associated with the EAGLS program – Centrally Billed Accounts and Individually Billed Accounts:

- **Centrally Billed Account (CBA)** - a type of billing that allows the agency/organization to pay the balance for every individual account attached to the central account. It is the responsibility of the designated billing officer, the individuals who use the account, or those who have cards issued under the account, to verify their individual transactions.
- **Individually Billed Account (IBA)** - a type of billing that allows the individual account holder to make full payment on the account. The individual account holder is billed for all transactions and fees.

Account holders are responsible for payment on an IBA, and it is important to understand how the government card should be used and how transactions are processed.

- The account holder should use the card for expenses incurred while conducting official government business as specified in the GSA master contract and the agency/organization's specific Task Order.
- The card may not be used for personal expenses and use by anyone other than the approved account holder is strictly prohibited.
- It is the responsibility of the account holder to understand and comply with his/her agency/organization's policy regarding the definition of authorized purchases.
- It is his/her responsibility to retain all charge slips, register receipts, etc. and follow agency/organization policies and procedures for reconciliation, approval, and allocation of transactions.
- The account holder may request maintenance, for example, address change, etc., to their account using EAGLS or by notifying their A/OPC.
- Call Bank of America at 1.800.472.1424 immediately (24 hours a day, 365 days a year) to report a lost or stolen card. An account holder must also notify their A/OPC about a lost or stolen card at the first opportunity during normal business hours. Cards reported lost or stolen are immediately blocked from accepting additional charges. Account holders will not be liable for unauthorized charges resulting from the loss of their card, including theft.

Suspension/Cancellation of Card Privileges

- Pre-Suspension/Pre-Cancellation Reports are available on EAGLS for the A/OPC to identify accounts that are past due.
- Accounts will be considered past due if payment for undisputed principal amounts has not been received 45 calendar days from the billing date.
- Suspension of the account may occur at 61 calendar days if payment for the undisputed principal amount has not been received.
- If payment is still outstanding 126 calendar days from the billing date, cancellation will occur.
- Suspended CBA accounts will automatically be reinstated upon payment of the undisputed principal amount and Prompt Payment Act interest. Suspended IBA accounts will automatically be reinstated upon payment of the undisputed principle amount.

Transaction Cycle

It is also important to have an understanding of what takes place when a purchase is made at a vendor. The account holder presents the card to an approved merchant to pay for an official government purchase. The merchant then receives an authorization and submits the transaction to its bank for processing. Bank of America receives the merchant data and sends out a statement of all the transactions during that billing cycle. The account holder then submits the payment in full by the due date indicated on the statement of account. This process is known as the transaction cycle.

Critical Participants in the Transaction Cycle

Financial Institution

Any organization in the business of moving, investing, or lending money, dealing in financial instruments or providing financial services. (Banks are financial institutions; however, not all financial institutions are banks. An investment company is a non-bank financial institution.) There are two sides to the bank card industry: Card Issuers and Merchant Acquirers. Financial institutions, including banks, can be involved in one or both sides.

Financial institutions can be **Card Issuers**. That means that the institution is a licensed member of MasterCard and/or VISA. When a financial institution is an issuer, it:

1. Issues the card to the approved account holders
2. Receives and pays for transactions from MasterCard and/or VISA
3. Bills and collects from the account holder

Financial institutions can also be **Merchant Acquirers**. Acquirers solicit, screen and accept merchants into their card program. Merchant Acquirers also have to be a licensed member of VISA and/or MasterCard. Acquirers hold a written agreement with the merchant to do the following three things:

1. Accept the merchant sales draft
2. Provide merchant with credit authorization services
3. Handle and process the bank card transactions

Merchant

A merchant is any entity that accepts bank cards for purchases in exchange for goods, services or cash. The merchant agreement contains their respective rights, duties, and warranties with respect to acceptance of a bank card, and matters related to bank card activity.

Merchants must do three things to be able to be a part of the transaction cycle:

1. They must agree to the contract with the financial institution.
2. They must pay the merchant fee.
3. They must agree to obtain an authorization.

The Account Holder

The account holder is the person or organization named on the face of the card to whom, or for whose benefit, the card is issued.

Critical Participants in the Transaction Cycle

National Card Associations

VISA and MasterCard each make up a National Association. That means they are:

1. Owned by member banks such as Bank of America
2. Governed by separate boards of directors
3. Provide worldwide transaction and payment services programs

As a member of Visa and MasterCard, Bank of America issues Visa and MasterCard branded bank cards. National Card Associations do not issue cards; only their member Financial Institutions issue cards.

The Interchange Process

1. The customer makes a purchase and presents a bank card to the merchant.
2. The merchant deposits the transaction with the Acquirer, who credits the merchant's deposit account for the amount of the sale.
3. The Acquirer sends the transaction through VISA or MasterCard's data transport network, called the Interchange.
4. VISA/MasterCard forwards the transaction to the Issuer.
5. The Issuer bills the customer's bank card account.

Government Card Services Unit Technical Helpdesk (GCSU THD)

The GCSU Technical Helpdesk (THD) is a valuable resource to help you locate up to the minute Bank of America Government Card Program information. You can find the THD at www.gcsuthd.bankofamerica.com or by calling 1.888.317.2077.

Our technical experts are available to answer questions and provide assistance with EAGLS – online through e-mail or by phone. Additionally, you will find important advisory messages on the THD notifying you of system issues and solutions.

Technical Helpdesk (THD) Features

- Helpful hints to assist you with everyday management tasks
- Online forms to download directly from the Web site, including the Hierarchy Level (HL) Change Form and Point of Contact Form
- Hyperlinks to our Bank of America Web site and EAGLS Web site
- Up-to-date training information including classroom training schedules
- Data Exchange File (DEF) date provided daily to identify the most recent EAGLS data exchange

How to Contact Technical Helpdesk (THD)

- The GCSU THD can be reached at 1.888.317.2077 weekdays between 8 a.m. and 9 p.m. U.S. Eastern Time.
- The e-mail address is gcsuthd@bankofamerica.com.
 - If you send an e-mail request or question, you can expect a response within four hours.
 - If an e-mail is sent after 5:00 p.m. Eastern Time, it will be answered the following morning.
- International request should be made between 7:00 a.m. and 9:00 p.m. Eastern Time, using 1.888.317.2077.
 - After 9:00 p.m. callers will receive a recording.
- International e-mail requests receive the same response time as noted for U.S. e-mails.

Communicating with Government Card Services Unit (GCSU)

An EAGLS user must provide their valid hierarchy level when communicating with GCSU for information or help. Following are some situations in which GCSU will need this information:

- An A/OPC requests a new account setup through a paper application to GCSU. Complete and accurate hierarchy levels must be provided at the time of setup, starting with HL1 through the designated hierarchy level. This ensures accurate and timely setup.
- An A/OPC requests a Point of Contact change. The point of contact information must be changed for each hierarchy level of access for the A/OPC. All hierarchy levels must be provided to GCSU.
- If an A/OPC is unsure of his/her access levels, he/she may contact GCSU for assistance with that information.

EAGLS Support Services

The Government Card Services Unit (GCSU) at Bank of America is committed to providing world class customer service to your agency/organization.

A/OPC general inquiry:	1.800.558.0548* (Monday – Friday, 7am – 9pm EST)
Customer service:	1.800.472.1424*
TTY/TDD:	1.800.672.0779*
Card activation:	1.800.311.7810*
EAGLS technical assistance (GCSU THD):	1.888.317.2077*
GCSU Technical Helpdesk Web site:	www.gcsuthd.bankofamerica.com
EAGLS Web site:	www.gov-eagls.bankofamerica.com
GCSU Technical Helpdesk e-mail address:	gcsuthd@bankofamerica.com
General mailing address:	Bank of America Government Card Services Unit P.O. Box 1637 Norfolk, VA 23501-1637
IBA Payment mailing address:	Bank of America P.O. Box 53139 Phoenix, AZ 85072-3139
CBA Payment mailing address:	Government Card Services P.O. Box 53141 Phoenix, AZ 85072-3141
Overnight or Express Payment mailing address:	Bank of America Government Card Services 1825 E Buckeye Rd Phoenix, AZ 85034-4216
Collections Department:	1.800.848.6086
EAGLS Training Registration Desk:	1.800.245.0191
Email EAGLS training questions or comments:	eaglstraining@bankofamerica.com

* Toll free numbers can also be accessed internationally

Getting Started with EAGLS

Overview

The purpose of **Getting Started with EAGLS** is to become familiar with the navigational tools available in EAGLS. These tools allow you to quickly access and utilize the different functions in EAGLS. Familiarity with these tools will ensure you are able to use the system to its fullest potential.

Logon, Logoff and Changing Your Password lessons will provide step-by-step instructions for completing these initial functions easily and accurately.

Using the Search Function lesson provides an overview of the general search functions and criteria that are common to search screens in EAGLS. Accurate searches with the proper criteria will ensure quick access to the information required to complete functions in EAGLS.

In this chapter you will learn

How to use EAGLS navigational tools via the Internet Explorer or Netscape Navigator browsers. These browsers are necessary for accessing and navigating within EAGLS. In addition, you will learn how to log on and off the system, change your password and use the search function.

Introduction: Using EAGLS Navigational Tools

Lesson 1: Logging On and Off EAGLS

Lesson 2: Changing Your Password at Initial Sign-on

Lesson 3: Using the Search Function

Benefits and advantages

Knowledge of the basic functions of EAGLS will prepare you to utilize EAGLS to your full advantage.

EAGLS was designed to simplify the day-to-day management of your Bank of America Government Card Program.

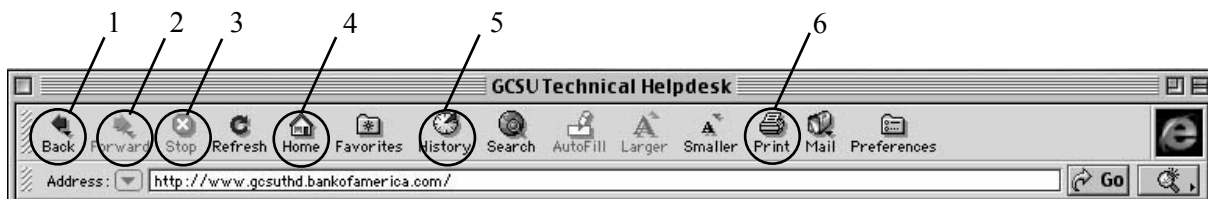
Key Terms

A/OPC	Agency/ Organization Program Coordinator. This person is responsible for the management of the card program.
Account Holder	A person who has been assigned a government charge card. For IBA transactions, this person is responsible for the payment of the charges.
Agency	An administrative unit of government; "Department of Defense"; "Department of the Interior"; "Census Bureau"; "Office of Management and Budget"; or the "Tennessee Valley Authority"
Centrally Billed Account (CBA)	A charge card account that is billed to and paid by an agency or organization.
Charge Card	A plastic card with a sixteen-digit number that allows an account holder to purchase goods and services for official government business.
Debit Card	A plastic card with a sixteen-digit number that allows an account holder to purchase goods and services. The funds for each transaction are electronically deducted from a checking account. A transaction will not be authorized unless there are sufficient funds in the checking account.
EAGLS	The Electronic Account Government Ledger System. EAGLS is a secured Internet site that was introduced in November 1998 to assist Government Agencies and Organizations in managing their charge card programs.
Individually Billed Account (IBA)	A charge card account that is billed to and paid by an individual.
Internet	A matrix of networks that connects computers around the world.
Intranet	A privately maintained computer network that can be accessed only by authorized persons, especially members or employees of the organization that owns it.
LAN	Local Area Network. A system that links together electronic office equipment, such as computers and word processors, and forms a network within an office or a building.
Total Systems (TSYS)	A mainframe system for Bank of America that records and warehouses all authorization and transaction information for government charge cards.
WAN	Wide Area Network. A communications network that uses such devices as telephone lines, satellite dishes, or radio waves to span a larger geographic area than can be covered by a LAN.

Introduction *Using EAGLS Navigation Tools*

Microsoft Internet Explorer Basics

To run EAGLS, you will need either the Microsoft Internet Explorer browser or Netscape Navigator browser. These browsers let you access the EAGLS data from a remote computer called a server. The browser allows you to view these remote files on your screen.

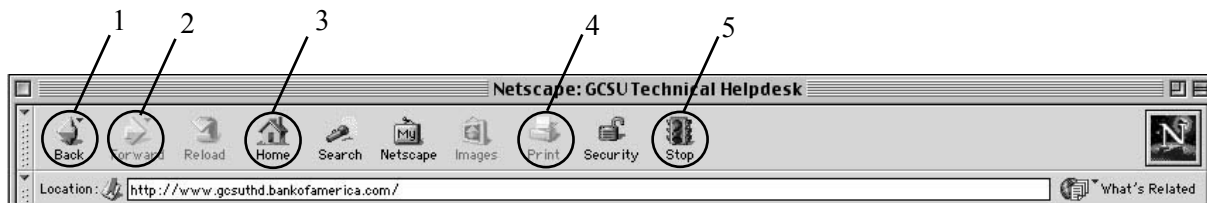


Illustrated below are the functions contained within the Internet Explorer toolbar:

- | | |
|-------------------|---|
| 1. Back | returns you to the previous page you visited. |
| 2. Forward | returns you to the page you just came from. |
| 3. Stop | stops the browser from loading the current page. |
| 4. Home | takes you to your home page. |
| 5. History | will show you the history of pages you have visited during a specific period of time. To revisit a page, just click on the address. |
| 6. Print | lets you make a hard copy of the current document you are viewing. |
| Scroll Bar | lets you scroll up, down or across. |

Netscape Navigator Basics

To run EAGLS, you will need either the Netscape Navigator browser or the Microsoft Internet Explorer browser. These browsers let you access the EAGLS data from a remote computer called a server. The browser allows you to view these remote files on your screen.



Illustrated below are the functions contained within the Netscape Navigator toolbar:

- | | |
|-------------------|--|
| 1. Back | returns you to the previous page you visited. |
| 2. Forward | returns you to the page you just came from. |
| 3. Home | takes you to your home page. |
| 4. Print | lets you make a hard copy of the current document you are viewing. |
| 5. Stop | stops the browser from loading the current page. |
| Scroll Bar | lets you scroll up, down or across |

Navigation Tools

EAGLS offers a variety of navigational tools to help you work and move within EAGLS screens. Command and function buttons, built-in links and text fields, and search screens are all designed to help you complete tasks quickly and efficiently. Take a few minutes to familiarize yourself with the navigational devices common to the entire EAGLS system.

Frequently used command buttons

To complete a task, you will need to make a selection or complete an action in EAGLS. In most cases, clicking **OK** or **Submit** carries out the command. The EAGLS command buttons you will use most frequently include:



accepts screen data
and requested action



deletes text field information



takes you back to the previous
screen or to the EAGLS desktop



clears the screen of the data you
have entered



confirmation of previous changes

Using EAGLS function buttons

EAGLS function buttons help you to complete a specific task, access account or program information, or quickly select specific options within a screen. Function buttons include:

Icon

An ICON is a small graphic that represents an application. Double click on an icon to open the application. The Microsoft Internet Explorer icon is an example.



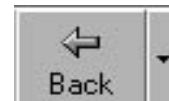
Radio Button

Radio buttons are used to select specific options. Within each selection level, only one radio button can be selected or active at a time. When you select one button, all others within the group are automatically deselected. To select a radio button, simply click on the button using the mouse.



Back

The **Back** button can be used from any screen to return to the previous screen. It is located in the upper left corner of every EAGLS screen. When returning to a search screen, previously entered information will be cleared.



Browse

The **Browse** button is used to view all accounts or other system information. You simply click on the browse button, and then make your selection from the menu provided on the pop-up screen. You can drill down through various levels by continuing to make selections in the pop-up screen.



Using EAGLS function buttons

Browse Hierarchy

The **Browse Hierarchy** button is used to view an available list of hierarchies. Click on the **Browse Hierarchy** button and make your selection from the pop-up screen. From the Hierarchy Browse screen, you can click one of the following buttons:

A rectangular button with a light gray background and a thin black border. The text "Browse Hierarchy" is centered in a black, sans-serif font.

Select/ Prev Level/ Next Level/ Cancel

A small rectangular button with a light gray background and a thin black border. The text "Select" is centered in a black, sans-serif font.A small rectangular button with a light gray background and a thin black border. The text "Prev Level" is centered in a black, sans-serif font.A small rectangular button with a light gray background and a thin black border. The text "Next Level" is centered in a black, sans-serif font.A small rectangular button with a light gray background and a thin black border. The text "Cancel" is centered in a black, sans-serif font.

Select

If the desired hierarchy is on the displayed list, click hierarchy and then **Select**. You will be returned to the calling page, which is now populated with the values from the Browse.

Prev Level

If the desired hierarchy is within a previous level displayed, click on **Prev Level** to return to the level and then click **Select**.

Next Level

If the desired hierarchy is within another hierarchy level, click on the hierarchy it falls under and then **Next Level**.

Cancel

Cancel will return you to the previous launching screen.

Moving within a screen or from one screen to another

Scroll Bar, Tab Key and Hyperlink

You may choose to use any of these devices to help you move quickly within a screen.

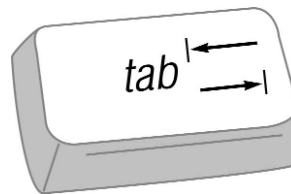
Scroll Bar

The scroll bar allows you to move horizontally and vertically through a document with a mouse. Scroll bars are located at the right and bottom edges of a document window.



Tab Key

The tab key on your keyboard is used to move from one text field to another when completing multiple text fields within a single screen. You can also use the tab key instead of the mouse to move from one text field to another.



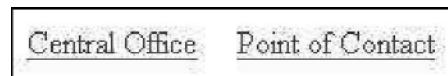
Jump To

Using the jump to function, you can navigate from one section of a screen to another without using the scroll bar. When a jump to link exists on a screen, it will be at the top of the screen and underlined in a different text color. To use jump to, simply click on the section name, and you will jump to that portion of the screen automatically.



Hyperlink

A hyperlink enables you to navigate from one screen to another simply by selecting the screen you want. When links exist on a screen, the text will be underlined and in a different text color. Hyperlinks will usually be listed at the bottom of the screen or on the Multiple Results screens.



Moving within a screen or from one screen to another

Text Fields and Drop Down Lists

When you choose a command that has options, EAGLS displays a text field or drop down list. These areas require you to type text or numbers and view or change settings or options related to the command.

Text Field

A text field is a dialog box in which you type information. These fields are found throughout EAGLS screens.

Address 1	
Address 2	
Address 3	
Address 4	
City	

Required Field

All required fields on EAGLS screens are designated in bold text.

Drop Down List

A drop down list consists of commands or options that drop down from the menu when selected. You can only choose one selection.

Example: The EAGLS Main Menu is a drop down list that is located on the left of every screen starting with the Welcome to EAGLS screen.

	▼
Asst Vice President	
Exec Vice President	
Sr Vice President	
Vice President	
officer	

Sort By

Sort by is a drop down list that lists the sort options available on search screens or report screens. These sort options can be used to customize a report format.

Sort Transactions By	Transaction Amount ▼
	Transaction Post Date

Types of screens within EAGLS

Graphic Screens

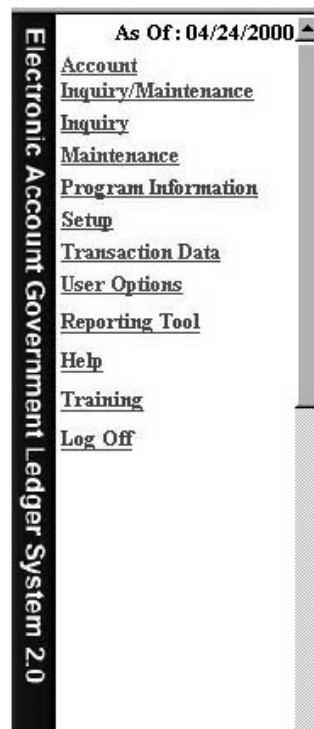
A variety of graphic screens may be accessed (based on your user profile) to easily view, setup, change or search for specific program or account holder information online.

EAGLS Main Menu

The EAGLS Main Menu is a drop down list located on the left of the Welcome to EAGLS screen. The main options are listed in this menu. Once you click on an option, a drop down list showing the available sub-menu options will appear.

The "As of" date on the Main Menu indicates the latest DEF (Data Exchange File) date.

- Data Exchange File received from processing with the latest update information for the database.
- User can readily determine if their transactions been processed and updated to the system.



Search Screen

Search screens allow you to search for account holder and program information using a variety of selection criteria such as account number, first and last name, social security number or hierarchy. You can maximize or minimize your search results by using broad or narrow search criteria.

Search By

☐ Account Number

☐ Last Name

Optional Criteria with Last Name:

First Name

Zip/Postal Code

☐ Business Phone

US or Canada ☐ (Numeric Only)

International ☐ (Numeric Only)

☐ Social Security #

☐ Hierarchy Depth

Level	Number	Description/Name
HL1	9025002	EAGLS TEST CO 9025002 L1
HL2	2000001	EAGLS TEST CO 9025002 L2
HL3	2000002	EAGLS TEST CO 9025002 L3
HL4	2000003	EAGLS TEST CO 9025002 L4
HL5	2000014	EAGLS AGENCY 9025002 L5
HL6	2000015	EAGLS AGENCY 9025002 L6
HL7	2000016	EAGLS AGENCY 9025002 L7
HL8		

Types of screens within EAGLS

Multiple Results Screen

Use the Multiple Results screen to display a list of options available after performing a search. The list options will display as hyperlinks. When the set of results is longer than one page, additional controls will allow you to navigate between the results pages. Additionally, a message will alert you to narrow your search criteria in order to reduce search results. A large results message displays when >501 accounts would be returned from the search results.

Maintain Account Information Multiple Search Results			
Search Criteria			
Account Status: Open			
Name: SNELLING			
Account Number	Central Account ID	Account Name	Social Security Number
448681000005977	9050006	ALAN SNELLING	000-00-0000
4486810000076486	9050006	ANGELA SNELLING	000-00-0000
5562160000076369	9050001	ANGELA SNELLING	739-88-8569
5562160000081518	9050001	DAISY SNELLING	111-11-9185
5562160000080510	9050001	FLORENCE SNELLING	178-53-2200
4486810000163962	9050006	HOTE SNELLING	000-00-0000
55621600000483002	9050005	JOANNE SNELLING	000-00-0000
5562160000061723	9050001	JOANNE SNELLING	431-11-3469
4486810000111007	9050006	JOHN SNELLING	000-00-0000
5562160000050369	9050005	KATHERIN SNELLING	000-00-0000
5562160000059092	9050001	LIS SNELLING	795-64-4663
55621600000401172	9050005	ROBERT SNELLING	000-00-0000
4486810000160766	9050006	ROBERT SNELLING	000-00-0000
5562160000014634	9050005	WALTER SNELLING	556-87-9472

Verification Screen

The Verification screen will appear for all setup or maintenance actions. This screen will list the information that has been changed and will have two options from which to choose. Clicking the **OK** button will accept the current information and will allow you to proceed to the Confirmation screen. Clicking the **Revise** button will return you to the maintenance or setup screen that you previously chose.

Account Information Maintenance Verification	
Organizational Information	
Central Account ID	9050056
Central Account Name	COMP TEST ACCT 9020056
Central Account Number	4486160000011152
Back to top	
Account Holder Information	
Account Name	TEST TEST
Address 1	NATIONSEANK
Address 2	2 COMMERCIAL PLACE 1ST FLOOR
Address 3	
Address 4	
City	PROFOLK
State/Province	VA
Country	US
Zip/Postal Code	23501

Types fo screens within EAGLS

Confirmation Screen

The Confirmation screen will display for all setup or maintenance actions. The screen will display a message that the maintenance has been performed. The only button on this screen is the **OK** button. Clicking the **OK** button will return you to the main screen for the next action.

For Maintenance and Setup screens, the hyperlinks may be listed on the Confirmation screen as a next step in the process. If you do not receive a confirmation screen, your request was not processed and you should repeat the procedure.

**Maintain Account Information:
Confirmation**

You have successfully submitted changes for
TEST TEST
associated with the following hierarchy structure:

Program Number 1000000

Level	Number	Description/Name
HL1	9025036	DEF TEST CO 9025036 L1
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

[Account Inquiry/Maintenance](#)

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Error Screens

Three common error screens include: General Error, No Results Found, and Session Unavailable.

General Error

The General Error screen displays a simple message stating the function did not complete successfully. Click **OK** when a General Error screen is displayed.

Microsoft Internet Explorer

 The request you have submitted has missing or invalid information. Please return to the request screen and correct the following...

No Criteria Selected

OK

No Results Found

The No Results screen displays a standard message to inform you that no data exists for your search criteria. You will need to modify your search criteria to yield results.

Information
No Data Found for Your Query

Search Criteria
Account Status Cops
Name SNT**

No results were found for this query

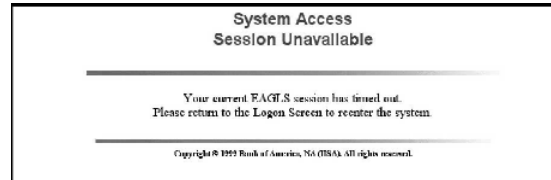
Repeat Search

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Types of screens within EAGLS

Session Unavailable

The Session Unavailable screen informs you that EAGLS is currently unavailable because the system has timed out.



Important Note:

The EAGLS system will display an error message for password violations and incorrectly completed data fields. Error messages may appear as: error screens or a pop up text box. Simply follow the instructions included as part of the error message.

Lesson 1 *Logging On and Off EAGLS*

Description

The **Logon** function gives an authorized user access to EAGLS. You may perform functions within your span of control while using EAGLS. The Logoff function ensures that you exit the system properly and maintains the security of your access.

What you will need before you begin

- User ID
- Password

In this lesson you will learn

- How to:
- Log on to EAGLS
 - Change your password from the default password
 - Log off of EAGLS

Situations where you may use this function

- You will need to log on and off of EAGLS each time you use the system.

The screens you will use in this lesson

- EAGLS System Logon
- EAGLS Main Menu
- Change Password
- Change Password Confirmation
- EAGLS System Logoff Verification
- EAGLS System Logoff Confirmation

Available hyperlinks

Not applicable



What You Need to Know:

- Before logging onto EAGLS you should clear your Cache in Netscape or Internet Explorer. This will clear any code saved from previous versions of EAGLS.
- The User ID is not "case-sensitive." For example, you may enter either 'IRWIN5' or 'irwin5'.
- You are automatically directed to the **Change Password** function during initial logon.
- The Password:
 - ❖ is case-sensitive and must be entered exactly as defined
 - ❖ must be 5-8 alphanumeric characters with the first character as an alpha character
 - ❖ must not match the nine previous passwords

IMPORTANT: Three invalid logon attempts will lock you out of the system. Contact the Technical Helpdesk at 1.888.317.2077 for password reset.

- **Password Expiration:**
 - ❖ Every 84 days
 - ❖ System prompt to change password seven days prior to expiration
 - ❖ Automatically directed to **Change Password** function if not changed by the 84th day

Key Terms

Password

A case-sensitive, five to eight characters, alphanumeric word which allows a registered user access to EAGLS.

User ID

The identity of a registered EAGLS user. This is usually some combination of your first and last name that may contain a number.

Follow these steps to Log On to EAGLS:

Step 1

ACTION

Type the EAGLS Web site address in the **Address** field at the top of your screen and press the Enter key.
(www.gov-eagls.bankofamerica.com).

RESULT

The **Warning** screen displays.



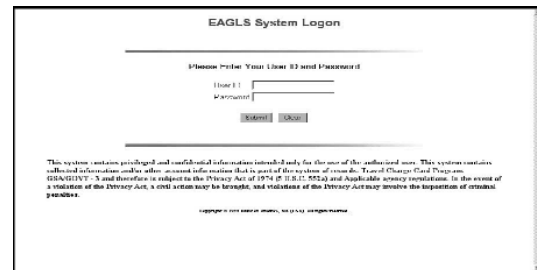
Step 2

ACTION

Click **Continue**

RESULT

The **EAGLS System Logon** screen displays.



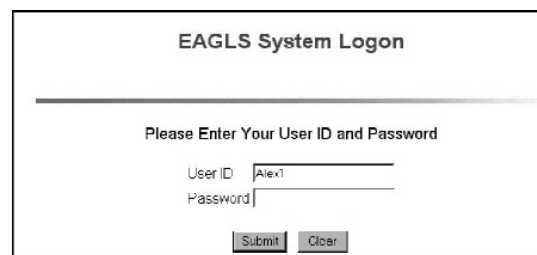
Step 3

ACTION

Click in the **User ID** field and type in your User ID.

RESULT

The **User ID** displays.



Step 4

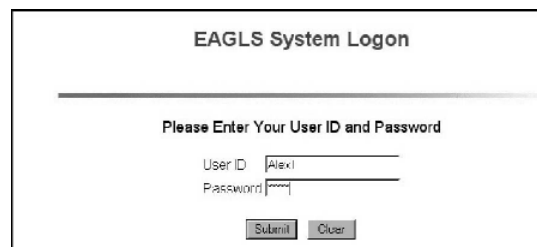
ACTION

Tab to the **Password** field and type in your password.

Note: The **Clear** button should be used in the event of a typing error.

RESULT

In the **Password** field, asterisks display as a security measure.



Follow these steps to Log On to EAGLS:

Step 5

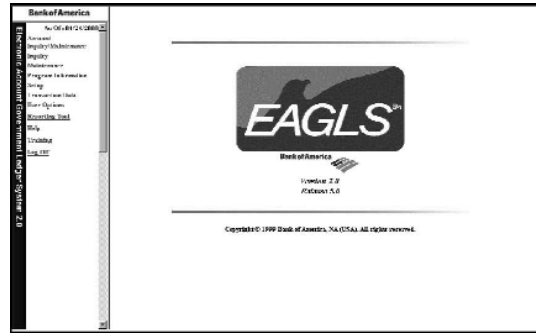
ACTION

Click **Submit**.

RESULT

The **EAGLS Main Menu** screen displays.

*Note: The **Change Password** function will automatically display if this is your initial logon. (Go to the **Changing your Password at Initial Sign on** – Lesson #2 of this chapter)*



Follow these steps to Log Off of EAGLS:

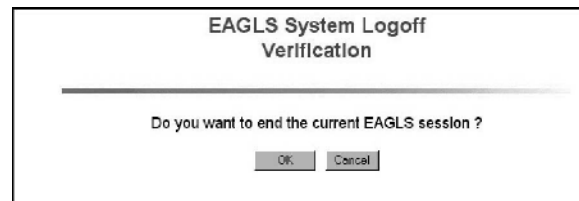
Step 1

ACTION

Click **Log Off** from the **EAGLS Main Menu**

RESULT

The **EAGLS System Logoff Verification** screen displays, asking "Do you want to end the current EAGLS session?"



Step 2

ACTION

Click **OK**.

RESULT

The **EAGLS System Logoff Confirmation** screen displays.



Step 3

ACTION

Click **Close Application**.

RESULT

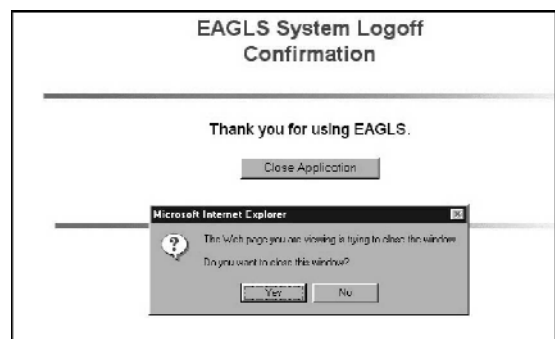
Depending on the browser, a pop-up window displays, asking one of the following questions:
Internet Explorer: "The Web page you are viewing is trying to close the window. Do you want to close this window?"

3a. Click **Yes** or **No**.

Netscape Navigator: "Close Window?"

3b. Click **OK** or **Cancel**.

The application is closed.



Lesson 2 *Changing Your Password at Initial Sign-on*

Description

The password maintains the security of your access. The password will be changed at initial logon, allowing you to select a unique password.

What you will need before you begin

- User ID
- Password

In this lesson you will learn

- How to change your password at initial sign-on

Situations where you may use this function

- You will need to enter a password to access EAGLS. You will be prompted to change your password the first time you log on to EAGLS.

The screens you will use in this lesson

- EAGLS Main Menu
- Change Password
- Change Password Verification
- Change Password Confirmation

Available hyperlinks

Not applicable



What You Need to Know:

- The Password:
 - ❖ is case-sensitive and must be entered exactly as defined
 - ❖ must be 5-8 alphanumeric characters with the first character as an alpha character
 - ❖ must contain at least one alpha character and one numeric character
 - ❖ must not match the nine previous passwords
- Password Expiration:
 - ❖ Every 84 days
 - ❖ You will receive a system prompt to change password seven days prior to expiration
 - ❖ You will be automatically directed to **Change Password** function if not changed by the 84th day.

Key Terms

Initial Logon Password

A password allowing a registered user access to EAGLS. You will be prompted to change the password immediately.

Follow these steps to change your password at initial sign-on:


Step 1

ACTION

For initial logon, the **Change Password** screen displays automatically. For all other password changes, see **Chapter 2, User Options, Lesson 6**.

RESULT

The **Change Password** screen displays.



The screenshot shows a web form titled "Change Password". It contains three input fields: "Enter Old Password", "Enter New Password", and "Re-Enter New Password". Below the fields are three buttons: "Submit", "Clear", and "Cancel".

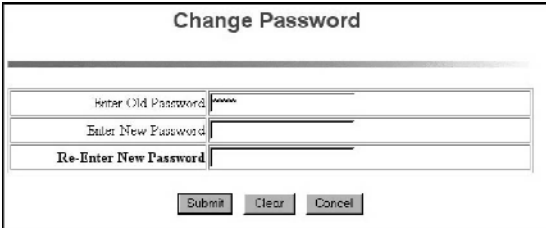
Step 2

ACTION

Click on the **Enter Old Password** field and type in the initial logon password.

RESULT

Asterisks display as a security measure.



The screenshot shows the "Change Password" form. The "Enter Old Password" field is now filled with asterisks. The "Enter New Password" and "Re-Enter New Password" fields remain empty.

Step 3

ACTION

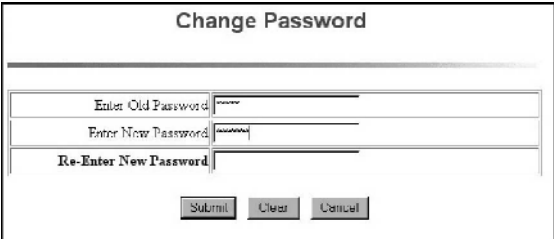
Tab to the **New Password** field and type in the new password.

Note: Password must:

- ❖ contain at least one alpha character and one numeric character
- ❖ first character must be an alpha character
- ❖ be 5-8 characters in length

RESULT

Asterisks display as a security measure.



The screenshot shows the "Change Password" form. Both the "Enter Old Password" and "Enter New Password" fields are now filled with asterisks. The "Re-Enter New Password" field remains empty.

Follow these steps to change your password at initial sign-on:

Step 4

ACTION

Tab to the **Re-Enter New Password** field and type in the new password for verification.

RESULT

Asterisks display as a security measure.



The screenshot shows a window titled "Change Password". It contains three input fields: "Enter Old Password", "Enter New Password", and "Re-Enter New Password". The "Re-Enter New Password" field is currently filled with asterisks. Below the fields are three buttons: "Submit", "Clear", and "Cancel".

Step 5

ACTION

Click **Submit**.

RESULT

The **Change Password Confirmation** screen displays.



The screenshot shows a window titled "Change Password Confirmation". It contains a message: "Your password has been successfully changed." Below the message is an "OK" button.

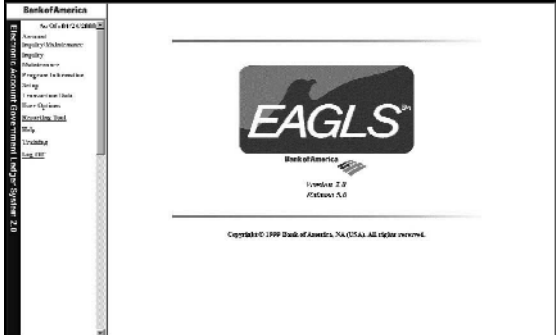
Step 6

ACTION

Click **OK**.

RESULT

The **EAGLS Main Menu** screen displays.



The screenshot shows the "EAGLS Main Menu" screen. On the left is a vertical menu bar with the "Bank of America" logo at the top. The menu items include: "Home", "Register/Unregister", "Register", "Maintenance", "Program Information", "Help", "System Status", "User Options", "Database Tools", "Help", "Logout", and "Exit". The main area of the screen displays the "EAGLS" logo, the "Bank of America" logo, and the text "Version 2.0 / Release 1.0". At the bottom, it says "Copyright © 1999 Bank of America, N.A. (USA). All rights reserved."

Lesson 3 *Using the Search Function*

Description

The **Search** function allows you to navigate throughout EAGLS by selecting criteria specific to your needs. A search screen precedes almost every EAGLS function. This lesson provides an overview of the criteria that are common to many of the search functions within EAGLS. The steps listed in the procedure can be utilized throughout EAGLS. Utilizing these common steps will maximize the accuracy of your search results.

What you will need before you begin

- User ID
- Password

In this lesson you will learn

- How to use the Search function to locate specific information concerning account holders. You may search by account number, account name, social security number, wild card search, or hierarchy level.

Situations where you may use this function

- You need to search for an account holder's account to modify account information.

The screens you will use in this lesson

- EAGLS Main Menu
- Various Search Screens within EAGLS

Available hyperlinks

Not applicable



What You Need to Know:

- A Search Result Screen will display a list of accounts when there are multiple search results. Click on the desired account number to make a selection.
- The search screen will display with the user's default hierarchy.
- For most search screens, the user will have the ability to select several search criteria to perform a particular search.
- A wildcard search can not be used in conjunction with any other wildcard search. Only one wildcard field per search is allowed.
- You may use the Submit or Clear buttons at the top or at the bottom of the screen.
- Account holders will not receive search screens except when searching for a statement.

Search By Options:

These **Search By** options are from the Account Inquiry/Maintenance function.

Account Number – This field supercedes any other search criteria entered within this screen. The A/OPC may enter other fields within the screen, however, since this is a unique field all other criteria will not be used.

Last Name – This field will permit a wildcard search. The A/OPC must enter at least the first two characters in the field followed by an asterisk (*). (Only on Account Inquiry/Maintenance)

Optional Criteria / First Name – This field is optional. If used, it must be used in conjunction with a last name search. It allows a wildcard search by entering at least two characters followed by an asterisk (*) and by entering the entire last name.

Optional Criteria / Zip/Postal Code - This field is optional. If used, it must be used in conjunction with a last name search. It allows a wildcard search by entering at least two numeric characters followed by an asterisk (*) and by entering the entire last name.

***Note:** Partial searches take longer to complete than exact searches.*

Business Phone Number - This field allows the A/OPC to search by the account holder's phone number. All fields must be populated. (Only on Account Inquiry/Maintenance)

Social Security # - This field allows the A/OPC to search by the account holder's social security number. All fields must be populated. (Only on Account Inquiry/Maintenance)



What You Need to Know:

Searching by Hierarchy - The Search function in EAGLS allows you to browse through a list of agencies using a 40 character-length field for the agency name.

- The browse functionality pulls in the agency names associated with the hierarchy level within your span of control and lists them in a pop-up window.
- As you browse and select an agency, you may continue moving to and through the next levels and make additional selections by continuing to drill down through the hierarchy levels.

Other search options you may find:

- Agency Name
- Vehicle Account
- Central Account Name
- Central Account ID

Key Terms

Account Number

A sixteen-digit charge card number. Visa accounts start with 4486 and MasterCard accounts start with 5568.

Default Hierarchy Level

The highest level of hierarchical access assigned to an A/OPC. This level will pre-fill in any search screen.

Hierarchy

An organizational structure within EAGLS. The hierarchy structure allows agencies and organizations to create an eight-tiered chain of command. See the hierarchy description in the Introduction of this guide.

Hierarchy Depth

A quick search that allows you to search multiple levels of hierarchy below the default hierarchy level. This feature of EAGLS allows you to search for accounts throughout your span of control.

Next Level

This button allows you to view all the available hierarchy nodes below a hierarchy you are browsing. For example, if you are starting from an HL3, the Next Level button will display all available HL4 nodes within your span of control.

Previous Level

This button allows you to view all the available hierarchy nodes above a hierarchy you are browsing. For example, if you are starting from an HL4, the Previous Level button will display all available HL3 nodes within your span of control.

Span of Control

All hierarchies that have been created under your default hierarchy level.

Follow these steps to use the Search function:

Step 1

ACTION

Click on the appropriate **Search By** option from any EAGLS search screen.

RESULT

Search By options and results include:

Account Number

Note: When using a Search By option other than account number, multiple search results may display. Click on the account number of the account that you want to access.

Last Name

- First Name: (optional field used in conjunction with a search by last name)
- Zip/Postal code: (optional field used in conjunction with a search by last name)

Business Phone

- US or Canada
- International

Social Security Number

Hierarchy Depth

- **Browse Hierarchy**

Level	Number	Description/Name
HL.1		
HL.2		
HL.3		
HL.4		
HL.5		
HL.6		
HL.7		
HL.8		

Step 2

ACTION

Type in Hierarchy Level(s) and go to **Step 4**.

OR

Click **Browse Hierarchy** to view a level below your hierarchy level and go to **Step 3**.

Note: The search screen will display with the user's default hierarchy.

RESULT

Available hierarchies appear listing hierarchy descriptions and agency names.

Follow these steps to use the Search function:

Step 3

ACTION

Select the desired levels and click **Select**.

RESULT

The original search screen displays with the selected **Hierarchy Number** and **Description/Name** fields.

Level	Number	Description/Name
HT.1	9050002	DEPARTMENT OF DEFENSE
HT.2	2000004	DEPARTMENT OF THE AIR FORCE
HT.3	3043172	HQ AFRO
HT.4	4043322	10 AIR FRO
HT.5	0000000	
HT.6	0000000	
HT.7	0000000	
HT.8	0000000	

Step 4

ACTION

Click **Submit**.

RESULT

The search results display.

OR

Click **Clear** to restore all fields back to the original values.

PRESTON EDWARD

[Organizational Information](#)
[Account Holder Information](#)
[Account Information](#)
[Account Statement Information](#)
[Statement Transactions](#)

Account Inquiry/Maintenance

Organizational Information

Central Account ID	9000002
Central Account Name	UAT-HQAFRUS
Central Account Number	

Back to top

Account Holder Information

Account Name	PRESTON	EDWARD
Address 1	1 COMMERCIAL PL 4TH FL	
Address 2	VNS-11011444	
Address 3		
Address 4		
City	HONOLULU	
State/Province	HI	

User Options: Working with User Profiles

Using the User Options Function

Overview

The **User Options** function allows you to create user profiles and the criteria associated with them. The user profile defines the access to data and functions that a user can perform in EAGLS. The ability to change criteria associated with a profile allows greater access and functionality for the user.

In this chapter you will learn

How to:

- Change an Account
- Change Role
- Change Hierarchy
- Change Password
- Create or Modify a User Profile
- Develop and Maintain a Favorite List

For more information on User Profiles, refer to the Authorized Users of EAGLS section in the Welcome to EAGLS chapter.

Lesson 1: Creating a User Profile-Gaining Access to EAGLS

Lesson 2: Modifying a User Profile

Lesson 3: Changing Accounts

Lesson 4: Changing User Roles

Lesson 5: Changing Hierarchies

Lesson 6: Changing Your Password

Lesson 7: Creating and Maintaining Your Favorites List

Benefits and advantages

- Changing your user role and hierarchies within your span of control roles will give you additional access and functionality in EAGLS.
- Provides the ability to change your password on demand and in real-time.
- Provides the ability to create profiles online for an alternate A/OPC or account holder within your span of control.

Lesson 1 *Creating a User Profile - Gaining Access to EAGLS*

Description

A/OPCs have access to the **Create User Profile** functionality. A User Profile defines the accessibility to screens, accounts and functions that you can perform in EAGLS. You can utilize this function to allow an alternate A/OPC or account holder online access to his/her account.

What you will need before you begin

- For A/OPC — Account name and hierarchy
- For account holder — Account number and account name

In this lesson you will learn

- How to assign a user role to an alternate A/OPC or account holder in order to provide him/her online access through EAGLS.

Situations where you may use this function

- You have an alternate A/OPC or an account holder you wish to give EAGLS access.

The screens you will use in this lesson

- EAGLS Main Menu
- Create User Profile Search
- User Profile Setup User Information
- User Profile Setup Search Results
- User Profile Setup Add Default Account Number
- User Profile Setup Add Default Hierarchy and Program Type
- User Profile Setup Role Information
- User Profile Setup Confirmation

Available hyperlinks

Not applicable



What You Need to Know:

- This function allows you to establish a User Profile in EAGLS. It does not create a transaction account. This function is agency dependant.
- You can access **Create User Profile** from the **EAGLS Main Menu** or from the **User Profile Setup** hyperlink in **Account Setup**.
- **User Status Code** is either Active or Inactive. Inactive status will not allow the user to log on to EAGLS.
- Reports access is not available to the account holder role.
- A “default role” must be assigned to the user profile when creating it. This is the role, such as A/OPC, that will be assigned to the user each time s/he logs onto the system.
- Multiple user roles can be assigned to each User Profile. For example, a user profile could have an A/OPC role and an account holder role.
- Once a User Profile has been set up, it is submitted to GCSU for processing within 24 hours. You can check the status of your request by accessing the **Queued Requests** function within **Maintenance**.

Key Terms

A/OPC	Agency/ Organization Program Coordinator. This person is responsible for the management of the card program.
Account Holder	Person who has been assigned a government charge card. For IBA transactions, this person is responsible for the payment of the charges.
AO/RO	Approving Official/ Reviewing Official. These are roles that allow an EAGLS user to review specific transaction data. The roles are restricted from maintaining accounts.
DBO	Designated Billing Officer. A person and location where CBA transactions are invoiced, reviewed, and paid.
Fleet Card	A charge card that is used solely for the purpose of Government fleet fueling and maintenance.
Integrated Card	A charge card designed to streamline all agency purchasing processes, incorporating three business lines including purchase, travel, and fleet.
Program Type	Purchase, Travel, Fleet or Integrated programs selected for use by the Government.
Purchase Card	A charge card used to make government-related purchases that are directly billed to and paid in full by the agency or organization.
Role	Responsibility title such as A/OPC or account holder.
TDO	Transaction Dispute Officer. A person and location where CBA transactions are reviewed for disputes.
Travel Card	A charge card that is used solely for the purpose of purchasing Government travel-related goods and services.

Follow these steps to create a User Profile:

Step 1

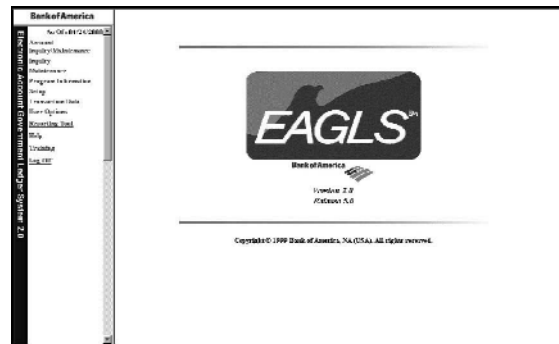
ACTION

Click on **User Options** from the **EAGLS Main Menu**.

RESULT

The available options within **User Options** display.

*Note: If hyperlinking from **Account Setup**, you will go directly to **User Profile Setup Search** screen.*



Step 2

ACTION

Click on **Create User Profile**.

RESULT

The **Create User Profile Search** screen displays.

Create User Profile Search

To perform partial name searches on non numeric fields, enter partial search criteria followed by an asterisk (*).
 Ex: Entering 'Jo*' in the Last Name field will find last names such as 'Jones' and 'Johnson'.
 Note: Partial searches take longer to complete than exact searches.

Search By

☐ Account Number

☐ Last Name

Optional Criteria with Last Name:

First Name

☐ Hierarchy Depth

Current Level: [] Previous Hierarchy

Level	Number	Description/Name
HL1	900000	EAGLS TEST CO 900000 L1
HL2	2000001	EAGLS TEST CO 900000 L2
HL3	2000002	EAGLS TEST CO 900000 L3
HL4	2000003	EAGLS TEST CO 900000 L4
HL5	2000004	EAGLS AGENCY 900000 L5
HL6	2000015	EAGLS AGENCY 900000 L6
HL7	2000016	EAGLS AGENCY 900000 L7
HL8		

Step 3

ACTION

Click on the **Account Number** field and type in the account number.

Other **Search By** options:

- **Last Name/First Name**
- **Hierarchy Depth**

RESULT

The account number displays.

When using other **Search By** options, multiple search results may display. You will need to select the account you want to view.

Follow these steps to create a User Profile:

Step 4

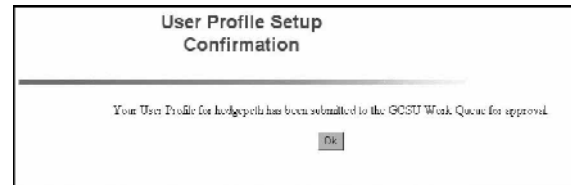
ACTION

Click **Submit**.

RESULT

If a User Profile does not exist for the search criteria entered, the **User Profile Setup User Information** screen displays.

If a User Profile exists that matches the selection criteria, the **User Profile Setup Search Results** screen displays.



Step 5

ACTION

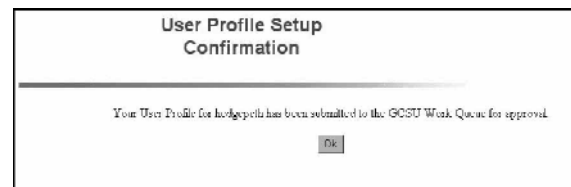
Click in the bold text fields and provide the required information. Fields not bolded are optional.

- **Last Name**
- **First Name**
- **User ID**
- **User Status**
- **Default Role**

***Note:** When creating a User ID, the User ID should be 6-8 alphanumeric characters. For example, APPLE01.*

RESULT

The last name, first name, user ID, user status, and default role display.



Follow these steps to create a User Profile:

Step 6

ACTION

Click **Continue**.

RESULT

Depending on the role selected, the **User Profile Setup Add Default Account Number** screen displays or the **User Profile Setup Add Default Hierarchy and Program Type** screen displays.

If the **User Profile Setup Add Default Hierarchy and Program Type** screen is displayed, go to **Steps 11-16**. This would occur if you were setting up a User Profile for a user with an A/OPC role. The A/OPC role is tied to a hierarchy, not an account number.

User Profile Setup
Add Default Account Number

Account Number

Name: HEDEGEPETH
User ID: HEDGE1
Role: DEF_ALL
Account Number:

Step 7

ACTION

Click in the **Account Number** field and type in the default account number associated with the account holder profile. If additional account numbers are associated, click **Add Account Number** and type in the account number.

RESULT

The **Account Number** displays.

User Profile Setup
Add Default Account Number

Account Number

Name: HEDEGEPETH
User ID: HEDGE1
Role: DEF_ALL
Account Number: 5558180000000000

Step 8

ACTION

Click **End Role**.

RESULT

The **User Profile Setup Role Information** screen displays for verification.

User Profile Setup
Role Information

The following User Profile information was entered for **HEDEGEPETH**

Name: HEDEGEPETH
User ID: HEDGE02
Reports Access: Yes
Please note that Reports Access is not granted to User IDs with only Account Holder Roles

Role Name	A/OPC
Role Attribute(s)	Hierarchy/Program Type

Follow these steps to create a User Profile:

Step 9

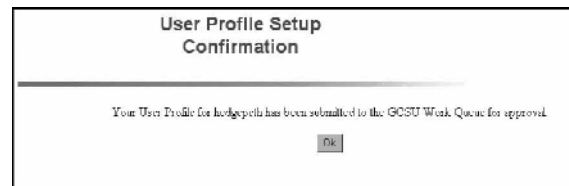
ACTION

Click **Finished**.

Note: To assign an additional role, click **Add Role**.

RESULT

The **User Profile Setup Confirmation** screen displays.



The screenshot shows a window titled "User Profile Setup Confirmation". Inside, a message states: "Your User Profile for hodgepoda has been submitted to the GCSTU Work Queue for approval." Below the message is an "OK" button.

Step 10

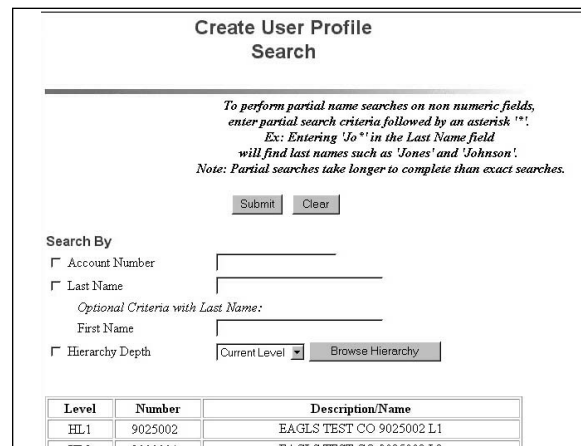
ACTION

Click **OK**.

RESULT

The **Create User Profile Search** screen displays. The account holder profile is completed.

If creating a User Profile for an A/OPC, DBO, or TDO role, continue with **Steps 11-16**. You must have access to the hierarchies being assigned.



The screenshot shows a window titled "Create User Profile Search". It contains instructions: "To perform partial name searches on non numeric fields, enter partial search criteria followed by an asterisk '*'. Ex: Entering 'Jo*' in the Last Name field will find last names such as 'Jones' and 'Johnson'." Below this is a "Note: Partial searches take longer to complete than exact searches." There are "Submit" and "Clear" buttons. The "Search By" section has checkboxes for "Account Number", "Last Name", "Optional Criteria with Last Name:", "First Name", and "Hierarchy Depth". The "Hierarchy Depth" section has a "Current Level" dropdown and a "Browse Hierarchy" button. At the bottom is a table with columns "Level", "Number", and "Description/Name".

Level	Number	Description/Name
HL1	9025002	EAGLS TEST CO 9025002 L1
HL2	9000001	EAGLS TEST CO 9025002 L2

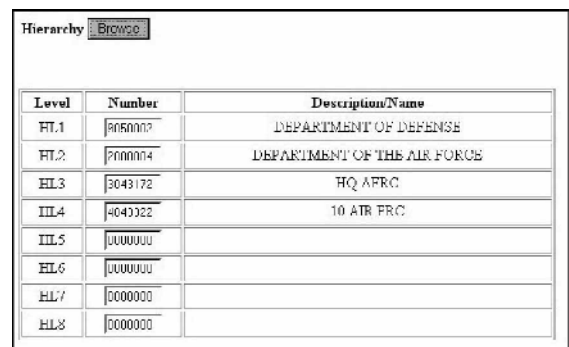
Step 11

ACTION

Click **Browse** in the **Hierarchy** field and select a hierarchy from the **Available Hierarchy** dialog box.

RESULT

The hierarchy **Number** fields will populate with the selected hierarchies and descriptions.



The screenshot shows a dialog box titled "Hierarchy: Browse". It contains a table with columns "Level", "Number", and "Description/Name".

Level	Number	Description/Name
HL1	9050002	DEPARTMENT OF DEFENSE
HL2	9000004	DEPARTMENT OF THE AIR FORCE
HL3	9043172	HQ AFRC
HL4	4043322	10 ATR FRC
HL5	0000000	
HL6	0000000	
HL7	0000000	
HL8	0000000	

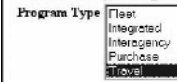
Follow these steps to create a User Profile:

Step 12

ACTION

Click on the appropriate program type from the **Program Type** box.

Select multiple Program Types by holding down the CTRL key and selecting multiple items. Deselect items by holding down the CTRL and clicking on selection.



RESULT

The selected program type will be highlighted.

Step 13

ACTION

Click **Add Hierarchy/PT**. If it is necessary to add additional hierarchies and program types to a User Profile. Repeat **Steps 11-13** until you have added all appropriate hierarchies and program types.

RESULT

The **User Profile Setup Add Default Hierarchy and Program Type** screen displays.

Level	Number	Description/Name
H1.1		
H1.2		
H1.3		
H1.4		
H1.5		
H1.6		
H1.7		
H1.8		

Step 14

ACTION

Click **End Role**.

RESULT

The **User Profile Setup Role Information** screen displays.

Role Attribute(s)	Hierarchy/Program Type
Hierarchy	1000000-9050003-2000004-1043172-4043322-0-0-0-0
Program Type	Travel

Follow these steps to create a User Profile:


Step 15

ACTION

Click **Finished**.

RESULT

The **User Profile Setup Confirmation** screen displays.



User Profile Setup Confirmation

You have successfully submitted User Profile data for 1094623945111
 The cluster name (AFS name) for HED/GE02 is @EAGLS0B

Ok

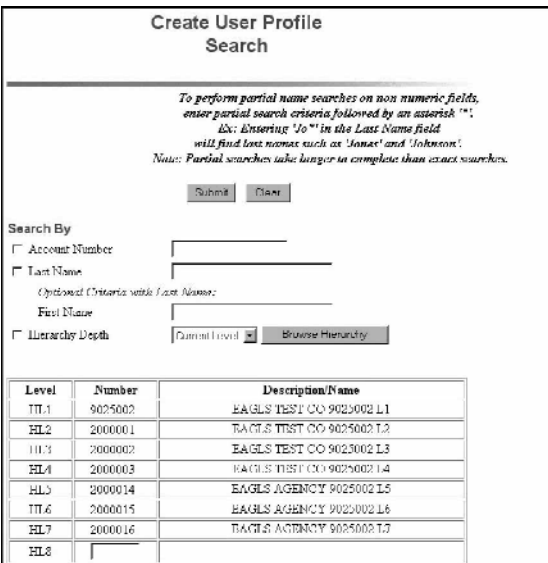
Step 16

ACTION

Click **OK**.

RESULT

The **Create User Profile Search** screen displays.



Create User Profile Search

To perform partial name searches on non numeric fields, enter partial search criteria followed by an asterisk ''.
 Ex: Entering 'Jo*' in the Last Name field will find last names such as 'Jones' and 'Johnson'.
 Note: Partial searches take longer to complete than exact searches.*

Submit **Clear**

Search By
☐ Account Number
☐ Last Name
Optional Criteria with Last Name:
 First Name
☐ Hierarchy Depth **Current Level** **Browse Hierarchy**

Level	Number	Description/Name
TL1	9025002	EAGLS TEST CO 9025002 L1
HL2	2000001	EAGLS TEST CO 9025002 L2
HL3	2000002	EAGLS TEST CO 9025002 L3
HL4	2000003	EAGLS TEST CO 9025002 L4
HL5	2000014	EAGLS AGENCY 9025002 L5
TL6	2000015	EAGLS AGENCY 9025002 L6
HL7	2000016	EAGLS AGENCY 9025002 L7
HL8		

Lesson 2 *Modifying a User Profile*

Description

Certain criteria associated with a user profile may be modified. The user role may be modified by status, hierarchy level/program type and account number.

What you will need before you begin

- For A/OPC — Account name and hierarchy
- For account holder — Account number and account name

In this lesson you will learn

- How to modify an alternate A/OPC or account holder's user role to enable access to other related account functions.

Situations where you may use this function

- You want to add the role of an account holder to an alternate A/OPC's User Profile so that s/he will have access to account functions relative to that specific role.

The screens you will use in this lesson

- EAGLS Main Menu
- Modify User Profile Search
- User Profile Maintenance Roles
- User Profile Maintenance Edit Hierarchy/Program Type
- User Profile Maintenance Edit Account Number
- User Profile Maintenance Delete Role
- User Profile Maintenance Add Account
- User Profile Maintenance Add Hierarchy/Program Type

Available hyperlinks

Not applicable



What You Need to Know:

- You can access **Modify User Profile** from the **User Options** menu.
- Reports access is not available to account holder roles
- User Status code is either Active or Inactive. Inactive status will not allow the user to log on to EAGLS.
- Multiple user roles can be assigned to each User Profile.
- This function is agency dependant.

Key Terms

A/OPC	Agency/ Organization Program Coordinator. This person is responsible for the management of the card program.
Account Holder	Person who has been assigned a government charge card. For IBA transactions, this person is responsible for the payment of the charges.
AO/RO	Approving Official/ Reviewing Official. These are roles that allow an EAGLS user to review specific transaction data. The roles are restricted from maintaining accounts.
DBO	Designated Billing Officer. A person and location where CBA transactions are invoiced, reviewed, and paid.
Fleet Card	A charge card that is used solely for the purpose of Government fleet fueling and maintenance.
Integrated Card	A charge card designed to streamline all agency purchasing processes, incorporating three business lines, including travel, purchase, and fleet.
Program Type	Purchase, Travel, Fleet or Integrated programs selected for use by the Government.
TDO	Transaction Dispute Officer. A person and location where CBA transactions are reviewed for disputes.
Travel Card	A charge card that is used solely for the purpose of purchasing Government travel-related goods and services.

Follow these steps to Modify a User Profile:

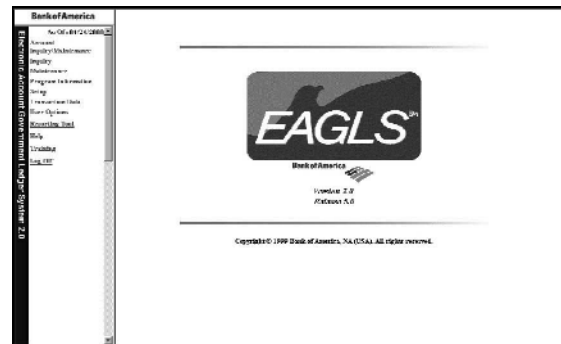
Step 1

ACTION

Click on **User Options** from the **EAGLS Main Menu**.

RESULT

The available functions within **User Options** display.



Step 2

ACTION

Click on **Modify User Profile**

RESULT

The **Modify User Profile Search** screen displays.

Modify User Profile Search

To perform partial name searches on non numeric fields, enter partial search criteria followed by an asterisk '*'.
Ex: Entering 'Jo*' in the Last Name field will find last names such as 'Jones' and 'Johnson'.
Note: Partial searches take longer to complete than exact searches.

Search By

☐ Account Number

☐ User ID

☐ Last Name

Optional Criteria with Last Name:

First Name

☐ Hierarchy Depth:

Level	Number	Description/Name
HL1	9025002	
HL2		
HL3		

Step 3

ACTION

Click on one of the **Search By** options and type in the criteria:

- **Account Number**
- **User ID**
- **Last Name/First Name**
- **Hierarchy Depth**

RESULT

The **Search By** option displays.

Follow these steps to Modify a User Profile:

Step 4

ACTION

Click **Submit**.

RESULT

The **User Profile Maintenance Roles** screen displays.

Determine the type of maintenance that needs to be performed from the options available at the bottom of the screen. The following functions can be performed:

- **Reports Access** — Provides access to the Reporting Tool; not available to account holder roles
- **Status** — changes status of User Profile. Go to **Step 5**.
- **Set Default** — changes the default role. Go to **Step 6**.
- **Edit Role** — edits the properties associated with role. Go to **Step 7**.
- **Delete Role** — deletes the selected role. Go to **Step 8**.
- **Add Role** — adds a new role to the profile. Go to **Step 9**.

User Profile Maintenance Roles	
Role	
First Name	
Last Name	HEDGEPETH
User ID	HEDGEP01
Default Role	101AH
Reports Cluster Name	
<small>Please note that Reports Access is not granted to User IDs with only Account Holder Roles</small>	
Reports Access	No
Status	Inactive
Current Roles	TUTAH AUPH
<input type="button" value="Set Default"/> <input type="button" value="Edit Role"/> <input type="button" value="Delete Role"/> <input type="button" value="Add Role"/>	
<input type="button" value="Cancel"/>	

Step 5

ACTION

Click on the **Status** drop down box ▼ and select the new value, if you want to change the status of a User Profile.

RESULT

The selected **Status** displays in the drop down box.

User Profile Maintenance Roles	
Role	
First Name	
Last Name	HEDGEPETH
User ID	HEDGEP01
Default Role	101AH
Reports Cluster Name	@EAGLS00A
<small>Please note that Reports Access is not granted to User IDs with only Account Holder Roles</small>	
Reports Access	Yes
Status	Active
Current Roles	TUTAH AUPH
<input type="button" value="Set Default"/> <input type="button" value="Edit Role"/> <input type="button" value="Delete Role"/> <input type="button" value="Add Role"/>	

Follow these steps to Modify a User Profile:

Step 6

ACTION

Click on the role within the **Current Roles** list box and click **Set Default** if you want to change the default role.

RESULT

The **User Profile Maintenance Roles** screen displays.

The screenshot shows the 'User Profile Maintenance Roles' screen. The 'Role' section contains fields for First Name, Last Name, User ID, Default Role, and Reports Cluster Name. Below this is a note: 'Please note that Reports Access is not granted to User IDs with only Account Holder Roles'. The 'Reports Access' dropdown is set to 'No', 'Status' is 'New User', and 'Current Roles' lists 'TUTAH' and 'AUPC'. At the bottom, the 'Set Default' button is highlighted.

Step 7

ACTION

Select a role from the **Current Roles** box and click **Edit Role** if you want to edit a role.

RESULT

The **User Profile Maintenance Edit Hierarchy/PT (Program Type)** screen displays. The following options display.

- **Set Default**
- **Add HL/PT**
- **Add PT**
- **Delete HL/PT**
- **Delete PT**

Note: If editing an account holder role, the **User Profile Maintenance Edit Account Number** screen displays with the following options:

- **Set Default**
- **Delete Account Number**
- **Add Account Number**

To perform an edit, click on one of the available options. The requested edits are reflected in the **User Profile Maintenance Edit Hierarchy/Program Type** screen (or the **User Profile Maintenance Edit Account Number** screen displays).

The screenshot shows the 'User Profile Maintenance Roles' screen. The 'Role' section contains fields for First Name, Last Name, User ID, Default Role, and Reports Cluster Name. Below this is a note: 'Please note that Reports Access is not granted to User IDs with only Account Holder Roles'. The 'Reports Access' dropdown is set to 'Yes', 'Status' is 'Active', and 'Current Roles' lists 'TUTAH' and 'AUPC'. At the bottom, the 'Edit Role' button is highlighted.

This screenshot is identical to the previous one, showing the 'User Profile Maintenance Roles' screen with the 'Edit Role' button highlighted.

Follow these steps to Modify a User Profile:

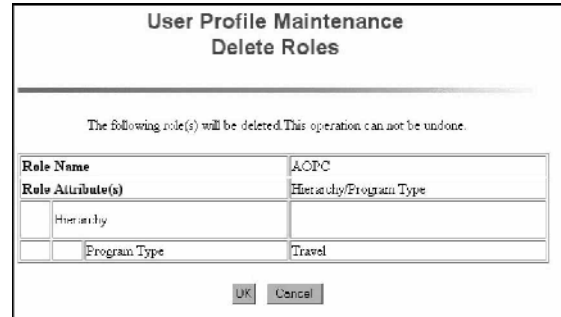
Step 8

ACTION

Click on a role in the **Current Roles** box and click **Delete Role** to delete a role from a User Profile.

RESULT

The **User Profile Maintenance Delete Role** screen displays. Go to Step 9.



**User Profile Maintenance
Delete Roles**

The following role(s) will be deleted. This operation can not be undone.

Role Name	AOTC
Role Attribute(s)	Hierarchy/Program Type
Hierarchy	
Program Type	Travel

OK Cancel

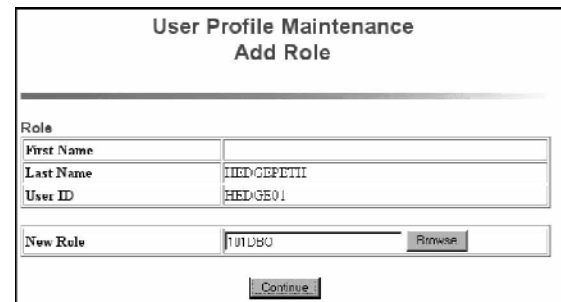
Step 9

ACTION

Click **Add Role** and enter the new role in the text box or use **Browse** to select a role.

RESULT

The **User Profile Maintenance Add Role** screen displays.



**User Profile Maintenance
Add Role**

Role

First Name	
Last Name	HEDGEPETH
User ID	HEDGE01

New Role: **Browse**

Continue

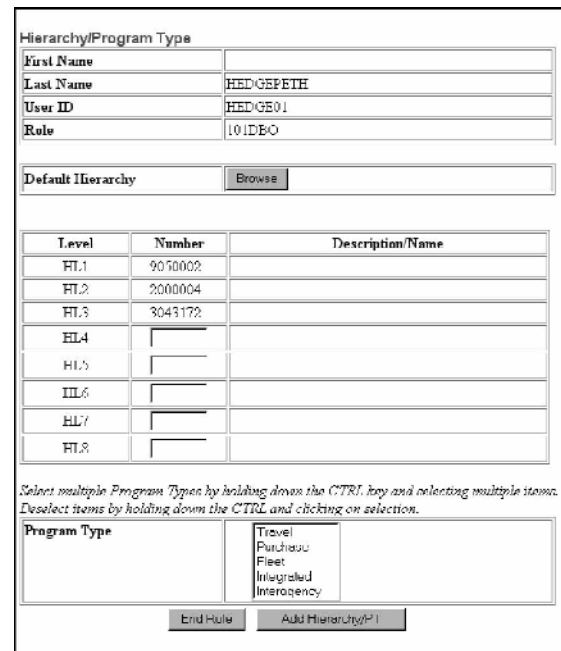
Step 10

ACTION

Click **Continue**.

RESULT

The **User Profile Add Hierarchy/Program Type** screen displays.



Hierarchy/Program Type

First Name	
Last Name	HEDGEPETH
User ID	HEDGE01
Role	HEDGE01

Default Hierarchy: **Browse**

Level	Number	Description/Name
HL1	9050002	
HL2	2000004	
HL3	3043172	
HL4	<input type="text"/>	
HL5	<input type="text"/>	
HL6	<input type="text"/>	
HL7	<input type="text"/>	
HL8	<input type="text"/>	

Select multiple Program Types by holding down the CTRL key and selecting multiple items. Deselect items by holding down the CTRL and clicking on selection.

Program Type: **Travel** **Purchase** **Fleet** **Integrated** **Interagency**

End Role **Add Hierarchy/P**

Follow these steps to Modify a User Profile:

Step 11

ACTION

Click **End Role** after completing the requested information on the screen.

RESULT

The **User Profile Maintenance Role Information** screen displays.

Step 12

ACTION

Click **OK**.

RESULT

The **User Profile Maintenance Roles** screen displays.

Step 13

ACTION

Click **Cancel**.

RESULT

The **User Profile Maintenance Search** screen displays.

Level	Number	Description/Name
HL1	902002	
HL2		
HL3		

Lesson 3 *Changing Accounts*

Description

You may set the session or default account number associated with your profile if there is more than one account associated with your profile. This allows you to gain access to all accounts associated with your profile.

What you will need before you begin

- User ID
- Password

In this lesson you will learn

- How to gain access to any account associated with your User Profile by setting the session and/or default account number.

Situations where you may use this function

- If you have more than one account associated with your User Profile and you would like to view information associated with a different account.

The screens you will use in this lesson

- EAGLS Main Menu
- Change Accounts
- Change Account Confirmation

Available hyperlinks

Not applicable



What You Need to Know:

- You will only have access to this function if you have more than one account associated with your user profile.
- If you have several accounts, you can select one to be the default account.
 - ❖ The default account information displays when you initially sign on to the system to perform maintenance, inquire on an account, or view a statement.
 - ❖ You can change the account number during your current session in EAGLS, or select to change the account number so that on your next sign on to the system, a different account number defaults.
 - ❖ If you have more than one account associated with your User Profile, you have access to this screen. If you do not have more than one account associated with your User Profile, you will not have access to this function.

Key Terms

Default Account Number

Initiates the selected account each time you log on to EAGLS.

Session Account Number

Initiates information for a selected account during the current session in EAGLS.

Follow these steps to change accounts:

Step 4

ACTION

Click on one of the following radio buttons in the **Options** section:

Set Session Account Number will allow you to view information on the selected account for the current session.

Set Default Account Number will initiate the selected account the next time you log on to EAGLS.

Set Both Session and Default Number will allow you to view information on the selected account. The selected account will then default the next time you log on to EAGLS.

RESULT

The selected radio button activates.

Step 5

ACTION

Click **Submit**.

RESULT

The **Change Accounts Confirmation** screen displays.

Step 6

ACTION

Click **OK**.

RESULT

The **Change Accounts** screen displays.

***Note:** The current screen will not display the change until the user exits out of the **Change Accounts** function. The user can then go back into **Change Accounts** to view the changes made.*

Lesson 4 *Changing User Roles*

Description

When you initially sign on to EAGLS, your default role determines your access to data and functions. You may change roles if there is more than one role associated with your profile. You will need to change roles in order to access accounts or functions associated with different roles.

What you will need before you begin

- User ID
- Password

In this lesson you will learn

- How to change your user role in order to access accounts associated with your User Profile.

Situations where you may use this function

- You want to change your user role from an A/OPC to an account holder in order to perform account holder functions in EAGLS

The screens you will use in this lesson

- EAGLS Main Menu
- Change Role
- Change Role Confirmation

Available hyperlinks

Not applicable



What You Need to Know:

- You will only have access to this function if you have more than one role associated with your User Profile.
- Although you may have access to your account as an A/OPC, your individual account requests still must be routed to the appropriate agency point of contact.
- You may use this screen if you have multiple roles. If you do not have more than one role associated with your User Profile, you will not have access to this function.

Key Terms

Default Role

The role (such as A/OPC or AH) that EAGLS assigns to you each time you log on to the system.

Session Role

The role (such as A/OPC or AH) that you are accessing during the current session. Your role determines your functionality within EAGLS.

Follow these steps to change your User Role:

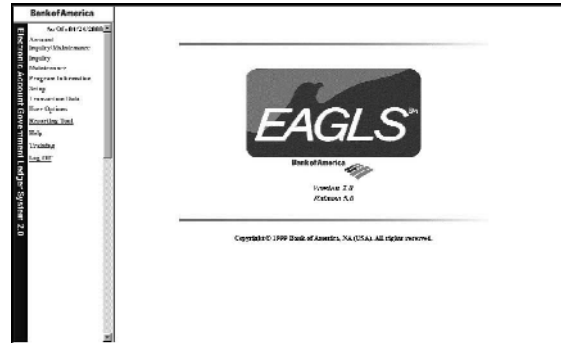
Step 1

ACTION

Click on **User Options** from the **EAGLS Main Menu**.

RESULT

The available functions within **User Options** display.



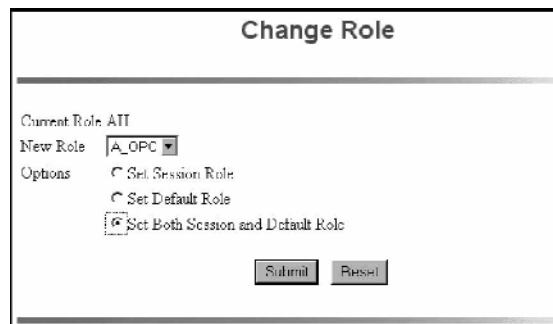
Step 2

ACTION

Click on **Change Role**.

RESULT

The **Change Role** screen displays.



Step 3

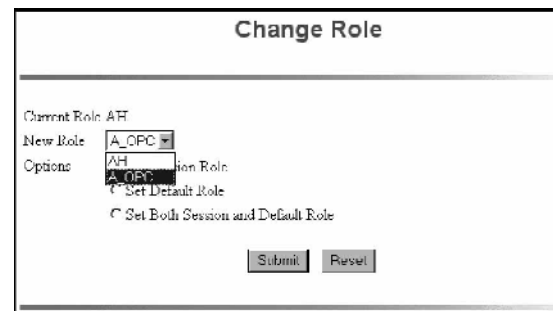
ACTION

Click on the **New Role** field and select a role from the drop down box ▼.

***Note:** The roles which display will depend on the roles associated with your User Profile.*

RESULT

The selected role displays.



Follow these steps to change your User Role:

Step 4

ACTION

Click on one of the following radio buttons in the **Options** section:

Set Session Role will change the new role for the current session.

Set Default Role will activate the new role the next time you log on to EAGLS.

Set Both Session and Default Role will change the new role for the current session and will use the new role as the default role the next time you log on to EAGLS.

RESULT

The selected radio button activates.

Step 5

ACTION

Click **Submit**.

RESULT

The **Change Role Confirmation** screen displays.

Step 6

ACTION

Click **OK**.

RESULT

The **Change Role** screen displays and your new role is active.

Note: The current screen will not display the change to the current role screen until the user exits out of the **Change Role** function. The user then can go back into **Change Role** to view the new role.

Lesson 5 *Changing Hierarchies*

Description

You may change hierarchies if there is more than one hierarchy associated with your profile. You will need to change hierarchies in order to access accounts associated with the different hierarchies.

What you will need before you begin

- User ID
- Password

In this lesson you will learn

- How to change your user hierarchy in order to streamline the reporting and approval process for each separate hierarchy within your span of control.

Situations where you may use this function

- You are assigned to more than one division or department within your agency, and you need to change your hierarchy so that the account information for a particular department displays

The screens you will use in this lesson

- EAGLS Main Menu
- Change Hierarchy
- Change Hierarchy Confirmation

Available hyperlinks

Not applicable



What You Need to Know:

- You will only have access to this function if you have more than one hierarchy associated with your User Profile.
- You may have multiple roles within multiple hierarchies.
- You may change your hierarchy to access different accounts if you have multiple hierarchies.

Key Terms

Default Hierarchy	The default hierarchy accessed the next time you log on to EAGLS.
Session Hierarchy	The hierarchy access for the current session.

Follow these steps to change Hierarchies:

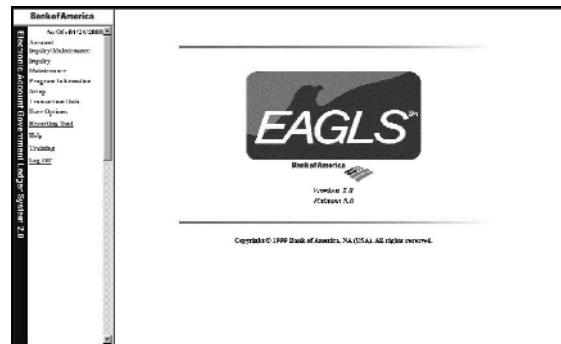
Step 1

ACTION

Click on **User Options** from the **EAGLS Main Menu**.

RESULT

The available options within **User Options** display.



Step 2

ACTION

Click on **Change Hierarchy**.

RESULT

The **Change Hierarchy** screen displays.

Step 3

ACTION

Click on the **New Hierarchy** field and select a hierarchy from the drop down box ▼

RESULT

The selected hierarchy displays.

Follow these steps to change Hierarchies:

Step 4

ACTION

Click on one of the following radio buttons in the **Options** section:

Set Session Hierarchy will change the hierarchy access for the current session.

Set Default Hierarchy will set the new hierarchy as the default hierarchy the next time you log on to EAGLS.

Set Both Session and Default Hierarchy will change the hierarchy for the current session and will set the new hierarchy as the default hierarchy the next time you log on to EAGLS.

RESULT

The selected radio button activates.

Step 5

ACTION

Click **Submit**.

RESULT

The **Change Hierarchy Confirmation** screen displays.

Step 6

ACTION

Click **OK**.

RESULT

The **Change Hierarchy** screen displays.

Note: The current screen will not display the change in the current hierarchy field until the user exits out of the **Change Hierarchy** function. The user can then go back into **Change Hierarchy** to view the new hierarchy.

Lesson 6 *Changing Your Password*

Description

You need to change your password every 84 days or whenever the security of your password needs to be maintained.

What you will need before you begin

- User ID
- Old Password and New Password

In this lesson you will learn

- How to change your password on demand and in real-time.

Situations where you may use this function

- You want to change your password to maintain security
- It is approaching the 84 day expiration date

The screens you will use in this lesson

- EAGLS Main Menu
- Change Password
- Change Password Confirmation

Available hyperlinks

Not applicable



What You Need to Know:

• The Password:

- ❖ is case-sensitive and must be entered exactly as defined
- ❖ must be 5-8 alphanumeric characters with the first character as an alpha character
- ❖ must not match the nine previous passwords

IMPORTANT: Three invalid logon attempts will lock you out of the system. Contact the Technical Helpdesk at 1.888.317.2077 for password reset.

• Password Expiration:

- ❖ Every 84 days
- ❖ System prompt to change password seven days prior to expiration
- ❖ Automatically directed to **Change Password** function if not changed by the 84th day

Key Terms

Not applicable

Follow these steps to change your Password:

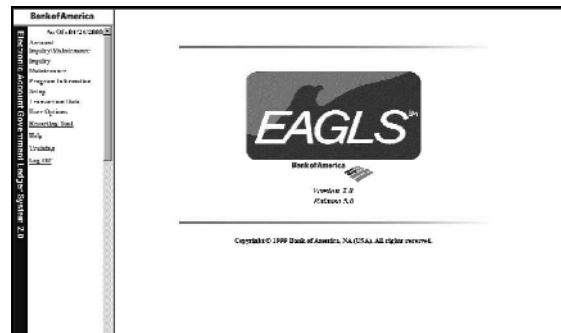
Step 1

ACTION

Click on **User Options** from the **EAGLS Main Menu**.

RESULT

The available options within **User Options** display.



Step 2

ACTION

Click on **Change Password**.

RESULT

The **Change Password** screen displays.

Step 3

ACTION

Locate the **Enter Old Password** field and type in your old password.

RESULT

Asterisks display as a security measure.

Step 4

ACTION

Tab to **Enter New Password** field and type in your new password.

RESULT

Asterisks display as a security measure.

Asterisks display as a security measure.

Change Password

Enter Old Password

Enter New Password

Re Enter New Password

Submit Clear Cancel

The **Change Password Confirmation** screen displays.

Change Password Confirmation

Your password has been successfully changed.

EAGLS Main Menu displays.

Lesson 7 *Creating and Maintaining Your Favorites List*

Description

You may create favorites lists of frequently used accounting codes. This process will enable you to access your frequently used accounting codes through a drop down box that appears when performing cost allocation.

What you will need before you begin

- Frequently accessed master accounting code numbers

In this lesson you will learn

- How to create and maintain your Favorites List of up to 50 frequently used master accounting codes, which will assist you in performing cost allocations on transactions.

Situations where you may use this function

- For quick access to frequently used Master Accounting Codes

The screens you will use in this lesson

- User Options Main Menu
- Favorites List
- Favorites List Value

Available hyperlinks

Not applicable



What You Need to Know:

- You can save up to 50 frequently used master accounting codes in your Favorites List.
- You can add, delete, or modify accounting codes in your Favorites List.
- The Favorites List is associated with a User ID. Account Holders and A/OPCs will have access to their own Favorites List, however, GSCU does not have access to any Favorites Lists.
- The accounting codes associated with the Favorites List must be unique within its accounting center, but the Favorites List names do not need to be unique.
- If an account holder has more than one account, s/he must change accounts in the User Options function in order to modify or add a favorite code for a different account.
- If an account holder has more than one role, s/he must change to the role associated with an accounting code in order to modify or add a favorite code.

Key Terms

Accounting Center ID	A number automatically assigned by EAGLS to each accounting center created. Please refer to Chapter 6, Lesson 2, Establishing an Accounting Center, for more information.
Accounting Code	The 64-digit string of general ledger accounting code segments that identify the cost center to which a transaction is being applied. Please refer to Chapter 6, Lesson 2, Establishing an Accounting Center, for more information.
Favorites List	A list of up to 50 of your most frequently accessed accounting codes.
Valid Segment Value	A list of acceptable values for a given accounting code segment that the user will establish during accounting center setup. Please refer to Chapter 6, Lesson 2, Establishing an Accounting Center, for more information.

Follow these steps to create and maintain your Favorites List:

Step 1

ACTION

Click on **Favorites List** from the **User Options Main Menu**.

RESULT

The **Favorites List** screen displays with the user's current set of favorite Master Accounting Codes.

Step 2

ACTION

Click on a code name in the box that is to be Modified or Deleted.

To add a value, go to **Step 3**.

RESULT

The selected code is highlighted and displays in the **Accounting Code** and **Accounting Code Description** text boxes.

Step 3

ACTION

Click on one of the following to perform these functions to the values list:

- **Add**
- **Modify**
- **Delete**

RESULT

The **Favorites List Value** screen displays when **Add** or **Modify** are selected. Go to **Step 4**.

The **Favorites List** screen is refreshed with the deletions when **Delete** is selected.

Follow these steps to create and maintain your Favorites List:

Step 4

ACTION

Click on the **Favorites List Name** text box and enter the new name to add or modify the name of a favorite.

RESULT

The new list name displays.

Step 5

ACTION

Click **Accounting Center ID Browse** to select the appropriate accounting center to which the code is to be attached.

RESULT

A pop-up window displays with the available accounting center ID numbers.

Step 6

ACTION

Click on an accounting center ID number, then click **Select**.

RESULT

The accounting center ID number selected displays in the **Accounting Center ID** text box.

Step 7

ACTION

Click **Accounting Code Browse** to construct an Accounting Code.

RESULT

The **Construct Accounting Code** pop-up window displays.

Follow these steps to create and maintain your Favorites List:

Step 8

ACTION

Click on the drop down box ▼ from the **Construct Accounting Code** screen and click on a segment from the segment text box.

RESULT

The selected **Segment** displays.

Step 9

ACTION

Click **Browse Segment**.

RESULT

A list of **Valid Segment Values** displays.

Note: Depending on your browser, you may receive a warning message regarding the size of the data. Follow the directions given in the message to close the warning.

Step 10

ACTION

Click on the appropriate **Valid Segment Value**.

RESULT

The **Segment Value** is highlighted.

Step 11

ACTION

Click **Select**.

RESULT

The selected **Segment Value** displays in the **Accounting Code and Description** field.

Follow these steps to create and maintain your Favorites List:

Step 12

ACTION

Continue constructing the accounting code by repeating **Steps 8-11** as needed.

RESULT

Each selected **Segment Value** displays in the **Accounting Code and Description** field.

Step 13

ACTION

Click **Finished**.

RESULT

The **Favorites List Value** screen displays.

Step 14

ACTION

Click **Submit**.

RESULT

The **Favorites List** screen displays

Inquiry: Viewing Agency Profile, Point of Contact, and Central Account Information

Using the Inquiry Function and Hyperlinks

Overview

The **Inquiry** function allows you quick access to central account and agency profile information. The Inquiry screens are "read-only," so you may view the information but you can not make any changes. Account holders do not have access to this information. Refer to Account Inquiry/Maintenance and Maintenance chapters to maintain individual accounts.

In this chapter you will learn

- How to view point of contact, agency, and central account information.

Lesson 1: Viewing Agency Profile Information

Lesson 2: Viewing Point of Contact Information

Lesson 3: Viewing Central Account Information

Benefits and advantages

- The Inquiry function gives you convenient access for viewing central account and agency profile information that does not require maintenance.
- Once you access an agency or central account, the hyperlinks will allow you to navigate through the screen and to other functions.
- You can proactively view information in order to better manage the accounts within your span of control.

Lesson 1 *Viewing Agency Profile Information*

Description

The **Agency Profile Inquiry** allows you to review general information about the agency or hierarchy to which you are assigned. This information includes the Hierarchy numbers and descriptions, the Agency Name, and the Agency ID.

What you will need before you begin

- Hierarchy Levels within your span of control

In this lesson you will learn

How to:

- View general card program information for your agency
- Access general information relative to your agency/organization's:
 - ❖ Hierarchy level information
 - ❖ Accounting center ID
 - ❖ Billing options

Situations where you may use this function

- View information on agency set up
- Review accuracy of information regarding your agency's profile
- You only need to view information

The screens you will use in this lesson

- Agency Inquiry Search
- Agency Inquiry Results

Available hyperlinks

- E-Mall List
- Central Office
- Point of Contact



What You Need to Know:

- Searching by Hierarchy is recommended for best results.

Key Terms

Agency Profile	A set of parameters for an agency within EAGLS. This determines whether accounts within an agency will mandate credit checks, allow orders of convenience checks, and other options.
Central Office	A hyperlink that displays the financial office which reviews and pays the Centrally Billed Account.
Current Cycle	Refers to a time frame for transactions to post to an account. The current cycle is a running list of all recent transactions that will post on the next invoice.
E-Mail List	A hyperlink that displays electronic merchants that agencies use for common purchases.
Point of Contact	A hyperlink that displays the A/OPC, DBO, EC/EDI, or TDO assigned to a specific hierarchy node. These persons are responsible for the management of the government charge card program.
Previous Cycle	A past statement. EAGLS provides statements for 13 previous cycles.
Valid MCCG Tables	A listing of Merchant Category Code Groups that will be accepted or declined according to the agency setup.
Valid Preferred Vendor Tables	A list of merchants through which transactions may be accepted. This list may be as specific as a certain terminal in a particular merchant location. (No agencies are using this EAGLS feature.)

Follow these steps to view Agency Profile information:

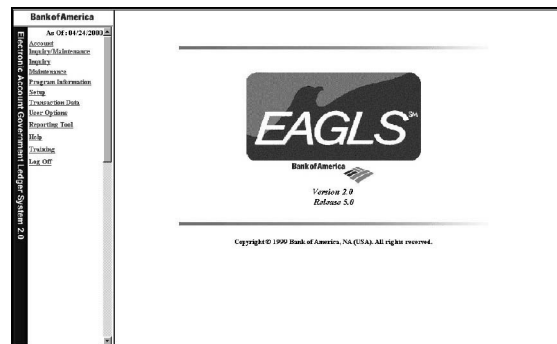
Step 1

ACTION

Click on **Inquiry** from the **EAGLS Main Menu**.

RESULT

The available options within **Inquiry** display.



Step 2

ACTION

Click on **Agency Profile**.

RESULT

The **Agency Inquiry Search** screen displays.

Agency Inquiry Search

To perform partial name searches on non numeric fields, enter partial search criteria followed by an asterisk (*).
 Ex: Entering 'Jo*' in the Last Name field will find last names such as 'Jones' and 'Johnson'.
 Note: Partial searches take longer to complete than exact searches.

Search By
☐ Agency Name
☐ Hierarchy Depth

Current Level: [Dropdown] Browse Hierarchy [Button]

Level	Number	Description/Name
HL1		
HL2		
HL3		
HL4		
HL5		

Step 3

ACTION

Click in the hierarchy **Number** fields and type in the heirarchy levels.

OR

Click **Browse Hierarchy** and select a hierarchy from the available list.

***Note:** A search by hierarchy is recommended for best results.*

RESULT

The hierarchy number and description/name displays.

Search By
☐ Agency Name
☒ Hierarchy Depth

One Level [Dropdown] Browse Hierarchy [Button]

Program Number: 1000000

Parent Hierarchies

Available Hierarchies

- 10325
- 10427
- 10430
- 10452
- 10448
- DEF TEST CO 9025030 L1
- DEF TEST CO 9025033 L1
- DEF TEST CO 9025035 L1
- DEF TEST CO 9025036 L1
- DEF TEST CO 9025037 L1

Select Prev Level Next Level Cancel

Follow these steps to view Agency Profile information:

Step 4

ACTION

Click **Submit**.

RESULT

- The **Agency Inquiry Results** screen displays.
- The following hyperlinks are available at the bottom of the screen:
 - ❖ **E-Mail List**
 - ❖ **Central Office**
 - ❖ **Point of Contact**

Agency Inquiry Results			
Hierarchy Information			
Program Number 100000 GSA			
Level	Number	Description/Name	
HL1	9025001	EAGLS TEST CO 9025001 L1	
HL2			
HL3			
HL4			
HL5			
HL6			
HL7			
HL8			
Agency Information			
Agency Name			
EAGLS TEST CO 9025001 L1			
Agency ID			
1001			
Accounting Center ID			
12460			
Credit Check	No	Travelers Checks	Yes
Agency Held Inventory	No	Billing Options	Bill Upon Use
E-Mail List Central Office Point of Contact			

Lesson 2 *Viewing Point of Contact Information*

Description

The **Point of Contact** (POC) screen gives you contact information for various roles. The Agency Profile section lists contact information for all the Component Program Managers (CPM) as well as A/OPCs who have been assigned to that Agency Profile. The Central Account section lists contact information for all roles associated with a Central Account including the Transaction Dispute Officer (TDO), the Designated Billing Officer (DBO), Electronic Commerce/Electronic Data Interchange (EC/EDI) and the Agency/Organization Program Coordinator (A/OPC).

What you will need before you begin

- Access to the **Agency** screen
or
- **Central Account Inquiry Results** screen

In this lesson you will learn

- How to view your agency/organization's current points of contact

Situations where you may use this function

- You need to find out who your agency's point of contact is and how to reach him/her in the event of an emergency.
- You need to verify information as needed concerning your agency or central account.

The screens you will use in this lesson

- Agency Inquiry or Central Account Inquiry Results (POC is a hyperlink from these screens)
- Current Points of Contact
- Agency or Central Account POC Detail

Available hyperlinks

- Point of Contact



What You Need to Know:

- You can access point of contact information from the hyperlink in the following screens:
 - ❖ **Central Account Inquiry Results**
 - ❖ **Agency Inquiry Results** accessed through the **Agency Profile** function
 - ❖ **Central Account Inquiry Results** screen accessed from **Central Account Inquiry**
- You can switch from the **Agency POC Detail** screen back to the **Current Points of Contact** screen to select another POC from the list.

Key Terms

Central Account

The parent account for an agency that is assigned by the bank. This account serves to provide an umbrella for all credit limits of the individual accounts below it. The Central Account receives no authorizations.

Central Account ID

Seven-digit number assigned to a specific account for use within EAGLS.

Follow these steps to view Agency Profile information:

Step 1

ACTION

Click on the **Point of Contact** hyperlink from the **Agency or Central Account Inquiry Results** screen.

RESULT

The **Current Points of Contact** screen displays.

Current Points of Contact					
Search Criteria					
Hierarchy 1000000 9050001 0000001 3106850 4106877 5106891					
Current Points of Contact					
Name	TDO	DBO	EC/EDI	Payment Office	A/OPC
Joanne Doane	No	No	No	No	Yes
Revise Search					
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Step 2

ACTION

Click on the **Point of Contact** name you want to view.

RESULT

The **Agency or Central Account POC Detail** screen displays. Scroll down to view information.

Agency POC Detail	
Account Information	
Hierarchy	1000000 9050001 0000001 3106850 4106877 5106891
Contact Information	
A/OPC	Yes Primary A/OPC No
Address Information	
First Name	Joanne
Last Name	Doane
Address 1	1 Commercial Place
Address 2	4th floor
Address 3	
Address 4	
City	Norfolk
State/Province	VA
Country	USA
Zip	23510

Step 3

ACTION

Click **Back**.

RESULT

The **Current Points of Contact** screen displays with the Current Points of Contact list.

Current Points of Contact					
Search Criteria					
Hierarchy 1000000 9050001 0000001 3106850 4106877 5106891					
Current Points of Contact					
Name	TDO	DBO	EC/EDI	Payment Office	A/OPC
Joanne Doane	No	No	No	No	Yes
Revise Search					
Copyright © 1999 Bank of America, NA (USA). All rights reserved.					

Lesson 3 *Viewing Central Account Information*

Description

The **Central Account Information** screen allows you to view general Card Program information such as accounting, payment and balance, and transaction information by using the **Central Account Inquiry** function. Your central account contains information that applies to all accounts within your hierarchy levels. Any account, whether an Individually Billed Account (IBA) or a Centrally Billed Account (CBA) rolls up to a Central Account for reporting purposes.

What you will need before you begin

- Central Account ID
or
- Central Account Number
or
- Central Account Name
or
- Hierarchy Level within your span of control

In this lesson you will learn

- How to:
- View your agency/organization's general card program information including central account number, payment and balance, and accounting and transaction information
 - Define fields and hyperlinks in the **Central Account Inquiry Results** screen

Situations where you may use this function

- View information on your central account for accuracy in managing your card program.

The screens you will use in this lesson

- Central Account Inquiry Search
- Central Account Inquiry Results

Available hyperlinks

- Agency Invoice
- EC/EDI Information
- Authorization Control
- Payment Office
- DBO Information
- TDO Information



What You Need to Know:

- When searching, the Central Account Name and Agency must match exactly as they are listed in the EAGLS database.

Key Terms

Agency Invoice	A list of all transactions that have posted to all the accounts within an Agency.
Authorization Control	A transaction and dollar amount limit for an account or specific MCCG control.
Central Account ID	Seven-digit number that corresponds to the program requirements of an agency. These requirements include cycle date and billing type.
DBO Information	A hyperlink that displays the Designated Billing Office information for the central account.
EC/EDI Information	A hyperlink that displays the Electronic Commerce/Electronic Data Interface information for the central account.
Master Accounting Code	Also known as a MAC, this is the default accounting code to which all transactions are allocated unless other allocation rules have been applied to a transaction.
Payment Office	A hyperlink that displays the office responsible for paying a CBA.
Previous Cycle	A past statement. EAGLS allows you to search for statements and transactions for 13 previous months.
TDO Information	A hyperlink that displays the Transaction Dispute Office for a CBA. This person is responsible for disputing any unauthorized transactions on a centrally billed account.
Valid MCCG Tables	Lists of Merchant Category Codes that may be accepted by an agency.
Valid Preferred Vendor Tables	A list of merchants through which transactions may be accepted. This list may be as specific as a certain terminal in a particular merchant location.

Follow these steps to view Central Account Information:

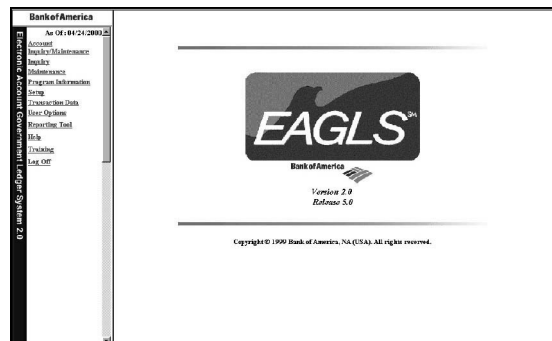
Step 1

ACTION

Click on **Inquiry** from the **EAGLS Main Menu**.

RESULT

The available options within **Inquiry** display.



Step 2

ACTION

Click on **Central Account**.

RESULT

The **Central Account Inquiry Search** screen displays.

Central Account Inquiry Search

To perform partial name searches on non numeric fields, enter partial search criteria followed by an asterisk ().
Ex: Entering 'Jo*' in the Last Name field will find last names such as 'Jones' and 'Johnson'.
Note: Partial searches take longer to complete than exact searches.*

Search By

☐ Central Account ID

☐ Central Account Number

☐ Central Account Name

☐ Agency Name

☐ Hierarchy Depth

Level	Number	Description/Name
HL1	9025004	EAGLS TEST CO 9025004 L1
HL2	<input type="text"/>	<input type="text"/>
HL3	<input type="text"/>	<input type="text"/>
HL4	<input type="text"/>	<input type="text"/>

Follow these steps to view Central Account Information:

Step 3

ACTION

Click on the **Hierarchy Number** field and type in hierarchy level.

OR

Click **Browse Hierarchy** and select a hierarchy from the available list.

Note: For best results, a search by hierarchy is recommended.

Other **Search By** options:

- **Central Account ID**
- **Central Account Number**
- **Central Account Name**
(Name must match exactly as it is in the EAGLS database.)
- **Agency Name**
(Name must match exactly as it is in the EAGLS database.)
- **Hierarchy Depth**

RESULT

The hierarchy number and description/name display.

Note: When using the other **Search By** options, multiple search results may display. Click on the account number that you want to access.

Step 4

ACTION

Click **Submit**.

RESULT

The **Central Account Inquiry Results** screen displays. Scroll down to view information.

The following hyperlinks are available for viewing information:

- **Agency Invoice**
- **Authorization Control**
- **Point of Contact Information**
- **DBO Information**
- **EC/EDI Information**
- **TDO Information**
- **Payment Office**

Level	Number	Description/Name
HL1	9025002	EAGLS TEST CO 9025002 L1
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Central Account Number	448681000009453
Central Account Name	TEST CORP ACCT 9025002

Account Inquiry/Maintenance:

Maintaining Individual Accounts

Viewing and Maintaining Individual Accounts

Overview

The **Account Inquiry/Maintenance** function allows you to perform various tasks without having to choose other menu items. This function allows you to maintain information like changing an account holder's name and address, or transferring an account from one hierarchy to another.

You may view and maintain only Individual Accounts through this function.

A header box located at the top of the screen displays the Account Name, Account Number and Social Security number. Underlined in blue are "jump to links" to the following sections of the screen:

- Organizational Information – By clicking on the Organizational Information "jump to link" located in the Header Box, you may access general information about your organization, such as your Central Account ID, name and number. This information will not display for account holders.
- Account Holder Information (Refer to Changing Account Holder Information in this chapter).
- Account Information (Refer to Changing Account Information in this chapter).
- Account Statement Information (Refer to Transaction Data: Working with Transactions chapter - Viewing Transaction Details on Individual Statements lesson).
- Statement Transactions (Refer to Transaction Data: Working with Transactions chapter - Viewing Transaction Details on Individual Statements lesson).

Important: *The Central Account ID and the account hierarchy level must match in order for you to be able to maintain information. An error message will display advising no maintenance can be performed until the Central Account ID and hierarchy levels match.*

**In this chapter
you will learn**

How to:

- Search for individual accounts
- Navigate the **Account Inquiry/Maintenance** screen through "jump to links" and hyperlinks
- Identify the features and definitions of the screen, sections, and fields you will use to view and maintain individual accounts
- View and maintain individual accounts

Lesson 1: Searching for an Individual Account

Lesson 2: Changing Account Holder Information

Lesson 3: Changing Account Information

- Account Status
- Activate and Deactivate
- Credit Limit
- Convenience Checks and Traveler's Checks

Lesson 4: Changing Authorization Controls

Lesson 5: Transferring Accounts

**Benefits and
advantages**

- The **Account Inquiry/Maintenance** function offers you convenient access for searching, viewing and maintaining information on individual accounts without having to select other menu functions.
- Buttons, "jump to links" and hyperlinks will allow you to navigate from one inquiry and maintenance function to another.
- Allows you to key in the account number only once.

Lesson 1 *Searching for an Individual Account***Description**

The **Account Inquiry/Maintenance Search** gives you several "Search By" and "Search For" options to make it easy for you to search for individual accounts within your span of control. You will only need to search for the account once to perform various functions.

What you will need before you begin

- Account Holder Name
or
- Account Number
or
- Social Security Number
or
- Hierarchy Level within your span of control

In this lesson you will learn

- How to:
- Search for individual accounts
 - Search for an account within your hierarchy
 - Search for account status

Situations where you may use this function

- When you receive a request:
 - ❖ to change account information (i.e., account holder telephone number or address)
 - ❖ for statement information
 - ❖ for account activity information
- When you need to find:
 - ❖ account status
 - ❖ a specific account
 - ❖ accounts within your hierarchy

The screens you will use in this lesson

- Account Inquiry/Maintenance Search
- Account Inquiry Search Results
- Account Inquiry/Maintenance

Available hyperlinks

Not applicable



What You Need to Know:

- Before choosing a **Main Menu** option to view and/or maintain account information, you should check the Data Exchange File (DEF) date.
- The "As of" date on the **Main Menu** indicates the latest DEF date. This indicates when the file received from processing with the latest update information for the database. A user can readily determine if their transactions have been processed and updated to the system.
- This search will only consider individual accounts.
- You must select one of the **Search By** options in order to generate search results.
- You can search for an account by using a wildcard (*). Type at least two characters in the **Last Name** field followed by an (*) to see the **Account Inquiry Search Results** screen with multiple accounts. Select the account you are searching for. You can also perform a wildcard search by:
 - entering the entire last name and at least two characters in the **First Name** field followed by an (*)
 - entering the entire last name and at least two characters in the **Zip /Postal Code** field followed by an (*)
- A wildcard search cannot be used in conjunction with any other wildcard search. Only one wildcard field per search is allowed.
- **Submit** and **Clear** buttons are located at the top and at the bottom of the screen.

Key Terms

Search By

A search option that allows you to restrict the search within your span of control. For example, you may restrict your search to account holders with the last name of "Jones."

Search For

A search option that allows you to restrict the data returned by EAGLS. For example, when searching for accounts within your span of control, you may limit the search to Open accounts, Closed accounts or Both.

Follow these steps to search for an Individual Account:

Step 1

ACTION

Click on **Account Inquiry/Maintenance** from the **EAGLS Main Menu**.

RESULT

The **Account Inquiry/Maintenance Search** screen displays with user's default hierarchy.

Step 2

ACTION

Click on the desired **Search For** criteria

- **Open Accounts** (default option)
- **Closed Accounts**
- **All Accounts**

RESULT

The selected **Search For** button is activated.

Step 3

ACTION

Click on one of the following **Search By** options and type in the criteria:

- **Account Number**
- **Last Name**
- **First Name**: (optional field used in conjunction with a search by last name)
- **Zip/Postal Code**: (optional field used in conjunction with a search by last name)
- **Business Phone** (numeric fields only, please select one)
 - US or Canada
 - International
- **Social Security Number**
- **Hierarchy Depth**
- **Browse Hierarchy**

RESULT

The **Search By** criteria displays.

Level	Number	Description/Name
HL1	9022001	LABS TEST CORP/BLU L1
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Note: When using other **Search By** options, multiple results may display. Click on the account you want to access.

Follow these steps to search for an Individual Account:

Step 4

ACTION

Type in Hierarchy Level number(s) if you are searching for a hierarchy below your highest hierarchy level access and you know the HL# you are searching for.

RESULT

Available hierarchies appear listing hierarchy descriptions and agency names. Go to **Step 8**.

OR

Step 5

ACTION

Click **Browse Hierarchy** to search for a hierarchy below your highest hierarchy level access.

RESULT

A pop up window will appear that displays the parent and all available hierarchies.

*Note: The **Next Level** and **Previous Level** buttons will move you between hierarchy levels within your span of control.*

Level	Number	Description/Name
HL1	9025004	EAGLS TEST CO 9025004 L1
HL2	4000001	EAGLS TEST CO 9025004 L2
HL3	4000002	EAGLS TEST CO 9025004 L3
HL4	4000003	EAGLS TEST CO 9025004 L4
HL5	0000000	
HL6	0000000	
HL7	0000000	
HL8	0000000	

Step 6

ACTION

Click on the desired hierarchy description.

RESULT

The hierarchies within your span of control will display on the pop up window.

*Note: If **Next** or **Previous** is displayed within the available hierarchy box, click on **Next** or **Previous** then click **Select**.*

Lesson 2 *Changing Account Holder Information***Description**

The **Account Holder Information** section of the **Account Inquiry/Maintenance** screen may be accessed by scrolling or by clicking on the "jump to link" located in the Header Box. It allows you to maintain individual account holder personal information. You will also be able to change other account holder information such as the Warrant Level Amount, Master Accounting Code and the Accounting Center ID.

What you will need before you begin

- Account Holder Name
or
- Account Number
or
- Social Security Number
or
- Hierarchy Level within your span of control

In this lesson you will learn

- How to:
- Identify maintainable fields in this section
 - Change/update account holder name, address, telephone number, employee identification, grade/rank, and employment status
 - Change/update the Master Accounting Code and Accounting Center ID (for purchase card program only)

Situations where you may use this function

- When an account holder:
- Adds a middle initial or two characters of the name are misspelled
 - Changes other personal information such as address, telephone, etc.
 - Warrant Level amount authority changes
 - Centrally billed account is being transferred from one hierarchy to another or transactions are being transferred from one account to another.

The screens you will use in this lesson

- Account Inquiry/Maintenance
- Account Holder Information
- Master Accounting Code Browse
- Accounting Center ID Browse
- Hierarchy Information

Available hyperlinks

Not applicable



What You Need to Know:

- To get to the Account Holder Information section, click on the "jump to link" in the Header Box.
- Personal information such as grade, home phone, and social security number or other identification should only be completed for the Individually Billed Travel Card accounts.
- Bolded fields must be completed before you can successfully submit any changes.
- When a hierarchy transfer is pending, a flag will display at the bottom of this section. (Refer to Transferring Accounts in this chapter)
- You should follow the Legal Name Change rules that follow unless:
 - ❖ The change is due to a minor misspelling where only two letters or less need to be changed in the entire name: (Ex. Charlie to Charley)
 - ❖ The change is an addition or change of a middle initial

Legal Name Change: Individually Billed Accounts

- Fax or mail a copy of legal name change documents if a name change is due to marriage, divorce or legal name change or if it requires changing:
 - ❖ more than two letters
 - ❖ gender, (Ex.-Jon to Jan)
 - ❖ adding or deleting Jr., Sr., III, etc.
 - ❖ actual name. (Ex.-Jon to Don)
- The account holder's A/OPC or higher must authorize the change by sending an Account Maintenance form to GCSU or via EAGLS.
- An account holder can still send legal documentation for the name change without A/OPC approval.

Address Change

- A change of address impacts other EAGLS maintenance requests.
- You can only request a card on EAGLS 60 days after an address change request has been submitted.
- If an address change has occurred within 60 days, an account holder must submit card requests via fax to the A/OPC or to GCSU.
- When making address changes in EAGLS it is important to remember the following:
 - ❖ EAGLS allows you to use up to three lines of street address in addition to name, city, state/province, country, and zip/postal code for all correspondence.
 - ❖ Use of address lines 1, 2, and 3 are the same for domestic or foreign addresses.
 - ❖ The deliverable address is the actual address where mail should be delivered and often contains one of the following:
 - street name and number,
 - post office box number,
 - rural route number and box number
 - highway contract route number and box number
 - ship name and number
 - unit number
 - CMR - Consolidated mail room (APO)
 - PSC - Postal Service Center (FPO)

The deliverable address line on the **Account Inquiry/Maintenance** screen should be the last address line used prior to the **City** field, depending on the number of address lines necessary.



What You Need to Know:

- Additional address lines on the **Account Inquiry/Maintenance** screen can be used for attention or informational purposes. The type of information that can be noted in additional address lines include:
 - apartment number
 - building name
 - suite number
 - division name
 - department name
 - company name
 - room number

One Address Line

- When entering an address on EAGLS with only one street address line, that information should be entered on the **Address 1** field on the **Account Inquiry/Maintenance** screen. See example 1.

Two Address Lines

- However, if the address includes a suite number, or one of the other informational types of data, as in the second example, the deliverable address must be typed in the **Address 2** field. See example 2.

Three Address Lines

- If the address includes several types of informational data, as in the third example, the deliverable address must be typed in the **Address 3** field. See example 3.

Example:

1		2		3	
Account Name	PFC David Jones	Account Name	John Smith	Account Name	PFC David Jones
Address 1	Unit 20511 Box 4290	Address 1	Suite 200	Address 1	Company A
Address 2		Address 2	123 Main Street	Address 2	X-1 Division
Address 3		Address 3		Address 3	Unit 20511 Box 4290
Address 4 (display only)		Address 4 (display only)		Address 4 (display only)	
City	APO	City	Norfolk	City	APO
State/Province	AA	State/Province	VA	State/Province	AA
Country		Country	US	Country	
Zip/Postal Code	34049-2254	Zip/Postal Code	23510	Zip/Postal Code	34049-2254

Change Telephone Numbers

- This field allows the A/OPC to search by the account holder's phone number. All phone number fields are numeric fields only.
- All fields must be populated. Use the tab key to move to the next field as you enter the phone number.
- You cannot type special characters such as, [](-/#*@), etc. in the telephone and fax fields.
- You cannot enter both a US/Canadian phone number and International phone number.

Example: If you have a number currently in the Business Phone Number for US/Canada, and then you click in the International field box, the US/Canada number will automatically be removed from view.

- By clicking on the "Reset" radio button within the Header Box, the previous phone number will be restored to view.

Key Terms

Warrant Level Dollar Amount

Dollar value of government issued contracting officer warrant.

Follow these steps to change/update Account Holder Information

Step 1

ACTION

Click on **Account Inquiry/Maintenance** from the **EAGLS Main Menu**.

RESULT

The **Account Inquiry/Maintenance Search** screen displays with user's default hierarchy.

Step 2

ACTION

Click on the radio button next to the desired **Search For** criteria:

- **Open Accounts** (default option)
- **Closed Accounts**
- **All Accounts**

RESULT

The selected **Search For** button is activated.

Step 3

ACTION

Click on one of the following **Search By** options and type in the criteria:

- **Account Number**
- **Last Name**
- **First Name**: (optional field used in conjunction with a search by last name)
- **Zip/Postal Code**: (optional field used in conjunction with a search by last name)
- **Business Phone** (numeric fields only, please select one)
 - ❖ US or Canada
 - ❖ International
- **Social Security #**
- **Hierarchy Depth**
- **Browse Hierarchy**

RESULT

The **Search By** criteria displays.

Level	Number	Description/Name
HL1	9022001	EAGLS TLST CO REGULAR LT
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Note: When using other **Search By** options, multiple results may display. Click on the account you want to access.

Follow these steps to change/update Account Holder Information

Step 4

ACTION

Click **Submit**.

RESULT

The **Account Inquiry/Maintenance** screen displays.

DOGBOE JONES
4486120400587007

Organizational Information
Account Holder Information
Account Statement Information
Statement Instructions

Account Inquiry/Maintenance

Organizational Information
Central Account ID: 9000002
Central Account Name: JAT-TEST ACCOUNT
Central Account Number: 4486120400587007
[Back to top](#)

Account Holder Information
Account Name: DOGBOE JONES
Address 1: JAT-TEST ACCOUNT
Address 2: DOG-002
Address 3:
Address 4:
City: NORFOLK

Step 5

ACTION

Scroll down to the **Account Holder Information** section. Update the appropriate information.

RESULT

Updated information displays.

Note: To change the Master Accounting Code - see following procedures, *Changing a Master Accounting Code through the Browse function*.

Step 6

ACTION

Click **Accounting Center ID** **Browse** and select accounting center ID number.

RESULT

Accounting Center ID displays.

Note: Bolded fields must be completed before you can successfully submit any changes.

DOGBOE JONES
4486120400587007

Organizational Information
Account Holder Information
Account Statement Information
Statement Instructions

Accounting Center ID 10270 [Browse](#)

Accounting Center Name: JAT-TEST ACCOUNT
A Hierarchy Transfer is pending on this account.
[Back to top](#)

Hierarchy Information

Level	Number	Description/Name
HT.1	9050002	BACKS TEST CO. 9050002.1.1
HT.2	2000004	BACKS TEST CO. 9050002.1.2
HT.3	3043172	BACKS TEST CO. 9050002.1.3
HT.4		
HT.5		
HT.6		
HT.7		
HT.8		

Follow these steps to change/update Account Holder Information

Step 7

ACTION

Click **Submit**.

RESULT

The **Account Information Maintenance Verification** Screen displays.

Account Information Maintenance Verification	
Organizational Information	
Central Account ID:	9090001
Central Account Name:	1001-00000001
Central Account Number:	0500160000012152
Back to top	
Account Holder Information	
Account Name:	SARA BRADLEY
Address 1:	1 COMMERCE/VAL PL #100 FL
Address 2:	DOE US
Address 3:	
Address 4:	
City:	WHEELING PARKER
State/Province:	CO
Country:	US
Zip/Postal Code:	80706
Business Phone:	904 - 969 - 1000 (if N/A to Canada)
Home Phone:	
Mobile Phone:	

Step 8

ACTION

Click **Confirm**.

RESULT

The **Maintain Account Information: Confirmation** screen displays.

Maintain Account Information: Confirmation		
You have successfully submitted changes for SARA BRADLEY associated with the following data entry structure:		
Level	Number	Description/Name
ILL1	9090001	DEPARTMENT OF THE INTERIOR
TTT2	0000001	OFFICE OF SURFACE MINING
MTX	9100000	ASST SECT POLICY MGMT SUPPLY
ILL1	4100000	TRIP ASST SECT-POLICY & PM
TTT5	9100001	CHIEF OF ADMINISTRATION EGO
MTX	4100000	TRIP OFC. NATIONAL BUSINESS CTR.
ILL1		
TTT2		
Account Inquiry/Maintenance		
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Step 9

ACTION

Click the **Account Inquiry/Maintenance** hyperlink.

RESULT

The **Account Inquiry/ Maintenance** screen displays.

***Note:** To transfer an account from one hierarchy to another, click on the **Transfer Account** hyperlink and follow **Two Stage Transfer Account** process.*

ROSCOE JONES 443612000000000000000000		Organizational Information Account Holder Information Account Information Account Information Account Information
Submit	Reset	
Account Inquiry/Maintenance		
Organizational Information		
Central Account ID:	9090002	
Central Account Name:	JAT-TEST ACCOUNT	
Central Account Number:	443612000000000000000000	
Back to top		
Account Holder Information		
Account Name:	JAT-TEST ACCOUNT	
Address 1:	JAT-TEST ACCOUNT	
Address 2:	DOE-002	
Address 3:		
Address 4:		
City:	NORFOLK	

Follow these steps to change a Master Accounting Code through the Browse Function

Step 1

ACTION

Click **Browse** to edit **Master Accounting Code** from a list of valid values.

RESULT

The **Construct Accounting Code** screen displays in a pop-up window.

Step 2

ACTION

Choose the first segment from the drop down box **▼**.

RESULT

The selected segment displays.

Step 3

ACTION

Type a Segment value in the Add Segment Value field. Go to **Step 4**.

OR

Click **Browse Segment** to choose available segments. Go to **Step 7**.

RESULT

Segment value displays.

Follow these steps to change a Master Accounting Code through the Browse Function

Step 4

ACTION

Click **Add Segment**.

RESULT

The **Segment Value Verification** screen displays at the bottom of the screen.

The screenshot shows the 'Construct Accounting Code' window. At the bottom, a 'Segment Value Verification' dialog box is displayed, asking 'Update Master Accounting Code with Segment 1 (BFY) - 1999?'. It has 'OK' and 'Cancel' buttons.

Step 5

ACTION

Click **OK**.

RESULT

Segment display at the top of the **Construct Accounting Code** screen.

The screenshot shows the 'Construct Accounting Code' window. The 'Segment' field now displays '(1) Seg1 (BFY)'. The 'Add Segment' button is highlighted.

Note: Repeat Steps 2-5 for all remaining segments.

Step 6

ACTION

Click **Finished**.

RESULT

The new **Master Accounting Code** displays.

The screenshot shows the account screen for 'STEVE BRADLEY'. The 'Master Accounting Code' field now displays '11111111111111111111'.

Step 7

ACTION

Click **Browse Segment**.

RESULT

All valid segment values display on the bottom of the screen.

The screenshot shows the 'Construct Accounting Code' window. A 'Select A Valid Segment Value' dialog box is displayed, showing a list of valid segment values (e.g., 0000, 0001, 0002, etc.) and a 'Select' button.

Follow these steps to change a Master Accounting Code through the Browse Function

Step 8

ACTION

Select a segment value from the segment list.

RESULT

Segment value displays highlighted.

Step 9

ACTION

Click **Select**.

RESULT

Segment displays at the top of the **Construct Accounting Code** screen.

Note: Repeat steps 7 through 10 for all remaining segments.

Step 10

ACTION

Click **Finished**.

RESULT

The new **Master Accounting Code** in the **Account Holder Information** section of the **Account Inquiry/Maintenance** screen displays.

Lesson 3 *Changing Account Information***Description**

The **Account Information** section of the **Account Inquiry/Maintenance** screen is easily accessed by clicking on the "jump to link" in the Header Box. It contains general account information which you may conveniently change and update from one section, saving you time and eliminating costly paperwork.

What you will need before you begin

- Account Holder Name
or
- Account Number
or
- Social Security Number
or
- Hierarchy Level within your span of control

In this lesson you will learn

- How to:
- Change account status
 - Activate or Deactivate an account
 - Change the credit limit
 - Order/reorder convenience checks and traveler's checks

Situations where you may use this function

- Change account status:
 - ❖ close an account
 - ❖ review the status of an account
 - ❖ account holder is no longer authorized to have a travel card
 - ❖ account holder is no longer employed by your agency
- Activate and Deactivate:
 - ❖ activate or deactivate accounts on demand
 - ❖ activate or deactivate accounts during a two-stage transfer account
- Change Credit Limit (to be used within your agencies' guidelines):
 - ❖ the credit limit does not meet account holder travel expenses
 - ❖ the authorization controls have been adjusted to meet account holder travel expenses
 - ❖ account holder has been transferred to a position that requires him/her to have a higher credit limit
- Order/reorder Convenience Checks and Traveler's Checks:
 - ❖ a merchant or vendor does not accept credit cards for payment
 - ❖ account holder has called to request convenience or traveler's checks

**The screens
you will use in
this lesson**

- Account Inquiry/Maintenance
- Account Information

**Available
hyperlinks**

- Authorization Controls
- Reorder Convenience Checks
- Reorder Traveler's Checks
- Change PIN



What You Need to Know:

- Bolded fields must be completed before you can successfully submit any changes.
- You may change the status of an account from open to closed but not from closed to open.
- When you choose to close an account via EAGLS, the account will be permanently closed.
- For temporarily closing or opening an account, use the **Deactivate On or Activate On** function in the fields below the **Account Status** field.
- If a card is lost or stolen, it must be reported to GCSU. In these situations, GCSU will close the old account and a new card and account number will be issued to the account holder.

Status Code	Qualifying Codes	Description
Open	Card Receipt Not Verified	Indicates the account has not been activated since the issuance of a new or reissued card.
Open	Correspondence Returned	Indicates mail other than plastic or a statement has been returned to the bank.
Open	Deactivated	Indicates that an account has been temporarily suspended from authorization by the A/OPC.
Open	Disputed Transactions	Indicates that one or more disputed transactions exist on the account.
Open	Mission Critical	Indicates that the account will be held in an open and activated status due to government assignment that may prevent account holder from reconciling his/her statement.
Open	Over Limit	This could occur if: <ul style="list-style-type: none"> • a payment check is returned for insufficient funds • merchant does not do authorization prior to purchase • there are pending authorizations on an account, which affects the available credit on an account
Open	Past Due*	Indicates that a full payment has not been received on the account in 31+ days from the statement billing date.
Open	Plastic Returned	Indicates a plastic card has been returned to the bank.
Open	Statement Returned	Indicates a statement has been returned to the bank.
Open	Suspended*	Indicates that a full payment has not been received on an account in 61 + days beyond the statement billing date.
Open	CBA Suspended*	Indicates an amount has remained unpaid and undisputed for 61 days past the billing date.
Closed	Cancelled*	Card cannot be used due to derogatory reasons.

* These qualifying codes do not coincide with the master contract definitions for delinquency accounts. These are system qualifiers only.



What You Need to Know:

Status Code	Qualifying Codes	Description
Closed	Charge off	There are several reasons an account has been charged off due to derogatory reasons.
Closed	Closed by A/OPC	Indicates that an account was closed at the A/OPCs discretion.
Closed	Closed by Account holder	Account holder has closed account.
Closed	Deceased	Indicates the account holder is deceased.
Closed	Did Not Use	Closed due to non-use of card.
Closed	DOD HL Cleanup	Closed due to incomplete hierarchy.
Closed	Fix Pay	Account on fixed pay program.
Closed	Lost Card	Indicates that a card has been reported lost.
Closed	Misuse, A/OPC Concurrence	Misuse of account confirmed by A/OPC.
Closed	Misuse, Temporary Block	Misuse of account not confirmed by A/OPC.
Closed	Process Error	Due to incorrect account setup.
Closed	Security Reasons	An account has been closed due to security issues.
Closed	Separated from Government	Indicates the employee has moved to another agency or has retired from the government.
Closed	Terminated Employee	Indicates that an employee has been terminated from the government.

Activate On/Deactivate On

- You may set a date in the future on which to activate or deactivate an account using this format: MM/DD/YYYY
- The account will activate or deactivate at the end of the day specified. Activation or deactivation can only occur Monday through Friday.
- Upon the deactivation of an account, the credit limit of the account becomes available for re-use by the agency.

Credit Limit

- Do not use "\$" sign, decimals, or commas when entering an amount on EAGLS to maintain a credit limit.
- The credit limit must be twice the amount of the account's monthly authorization control limit (for Travel Card only).
- A credit limit increase does not automatically increase the authorization controls limit amounts (refer to Authorization Controls Maintenance).
- You will not be able to change the credit limit of your own account.
- Account holder credit-limit requests will be queued to you for a decision and approval.



What You Need to Know:

- You may only make changes to an account that has a current "OPEN" status.

Reorder Convenience Checks

The Order Convenience Checks screen allows you to order packs of three, twenty, or fifty convenience checks.

You will have access to this screen only if convenience check usage is accepted by your agency.

If you have access to multiple Purchase Card accounts, you can order checks for another account by changing your default account. This will allow you access to another account. (See the Changing Accounts lesson in the User Options Chapter 2).

To obtain checks within 24–48 hours, please call Bank of America GCSU.

If ordering convenience checks via EAGLS, allow up to seven to ten business days for delivery.

Convenience checks can be ordered on an account in suspension status. However, they cannot be used until the account is removed from the suspension status.

Reorder Traveler's Checks

You will have access to this screen only if your agency approves usage of traveler's checks and the traveler's checks field is flagged as "yes" on the **Account Inquiry/Maintenance** screen.

EAGLS will compute the total value of each traveler's check pack type and the total amount for the order.

Account holders who have access to EAGLS will be able to order traveler's checks online within the **Account Inquiry/Maintenance** function. A hyperlink is available to navigate the user to this function.

Once the request is completed, it will be queued to Bank of America GCSU for processing.

You may check the status of the request by using the **Queued Requests** option within the **Maintenance** function.

Key Terms

Account Status	An indicator on an account which shows if it is opened or closed. The account status indicates if the account may be used for future transactions. The Opened status may also show a level of delinquency notation. The Closed status will also show a closure reason notation.
Activate and Deactivate On	A future date in a MM/DD/YYYY format on which an account will activate or deactivate. These dates must fall Monday through Friday.
Amount Limit	A specific dollar amount that indicates how much may be spent in a given period.
Convenience Check	A paper check that is accepted by a merchant as a cash payment. The transaction is then deducted from the charge card as a cash advance.
Credit Limit	The overall dollar amount that may not be exceeded during a billing cycle for authorizations and transactions on a charge card.
Draw Down Card	A card that has a yearly or bi-annual credit limit. This card will be used to manage a specific budget such as funds for uniforms.
Foreign Action	Action for an account to take when a specific foreign merchant attempts to receive authorization. For example, Authorize, Decline, Refer, etc.
Foreign Currency Restriction Set	A list of foreign currencies within EAGLS which may not be accepted by its accounts.
Foreign Type	Foreign currency list. An agency may determine what currencies may be accepted by their accounts.
Hierarchy String	A specific path within your span of control that leads to one hierarchy node. For instance: HL1 1010111, HL2 2020222, HL3 3030345.
Maintainable Fields	Within EAGLS, any field that contains a text box in which you may enter new information. You may enter new information on an account to make changes to that account.
MCCG	Merchant Category Code Group. A list of four digit merchant types that are accepted for authorization by all accounts within an agency.

Key Terms

One Stage Transfer	An account transfer in which the account is moved within the same span of control and the Central Account ID has not changed.
Receiving A/OPC	In relation to Transferring Accounts from one span of control to another, the receiving A/OPC is the person who will have future access and control over the transferred account. This person receives the account through his/ her Transfer Account queue.
Refresh Date	The beginning date of a specific cycle, for example, starting on May 15, 2000, an account may be limited to \$100 worth of cash advances every 10 days.
Sending A/OPC	In relation to Transferring Account from one span-of-control to another, the sending A/OPC is the person who is transferring access and control to another A/OPC.
Single Purchase Limit	A dollar amount that may not be exceeded for a single purchase.
Transaction Limit	A number of transactions in a given period.
Traveler's Checks	A paper check that has drawn a specific cash value from a charge card. The traveler's check may be redeemed at any authorized merchant for that specific cash value.
Two Stage Transfer	An account transfer in which the account is moved to a different span of control. This may also occur with an account transfer in which the account is moved within the same span-of-control, but the Central Account ID must change.
Valid Preferred Tables	A list of MCCs or vendors that are included for authorization by a agency.
Vendor Action	Action for an account to take when a specific merchant attempts to receive authorization. For example, Authorize, Decline, Refer, etc.
Vendor Check	An account restriction that limits transactions to a specific group of merchants.
Vendor Type	Describes the type of business a merchant provides. All merchants that provide a certain service or merchandise will have a similar MCC. For example, all ATM cash advances are coded 6011.

Follow these steps to maintain an Account Status:

Step 1

ACTION

Click on **Account Inquiry/Maintenance** from the **EAGLS Main Menu**.

RESULT

The **Account Inquiry/Maintenance Search** screen displays with user's default hierarchy.

Step 2

ACTION

Click on the radio button next to the desired **Search For** criteria

- **Open Accounts** (default option)
- **Closed Accounts**
- **All Accounts**

RESULT

The selected **Search For** button is activated.

Step 3

ACTION

Click on one of the following **Search By** options and type in the criteria:

- **Account Number**
- **Last Name**
- **First Name:** (optional field used in conjunction with a search by last name)
- **Zip/Postal Code:** (optional field used in conjunction with a search by last name)
- **Business Phone** (numeric fields only, please select one)
 - US or Canada
 - International
- **Social Security Number**
- **Hierarchy Depth**
- **Browse Hierarchy**

Level	Number	Description/Name
HL1	9022001	EAGLS 11511 CO REGIONAL LI
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Follow these steps to maintain an Account Status:

RESULT

The selected search criteria displays.

Note: When using other Search By options, multiple search results may display. Click on the number of the account that you want to access.

Step 4

ACTION

Click **Submit**.

RESULT

The **Account Inquiry/Maintenance** screen displays.

Account Inquiry/Maintenance

Organizational Information

Central Account ID	900002
Central Account Name	STAT INQUIRY TEST
Central Account Number	9999199999999999

[Back to top](#)

Account Holder Information

Account Name	999999	999999
Address 1	12345678901234567890	
Address 2	12345678901234567890	
Address 3	12345678901234567890	
Address 4	12345678901234567890	
City	12345678901234567890	
State/Province	12345678901234567890	
Country	12345678901234567890	

Step 5

ACTION

Click on the **Account Information** "jump to link".

RESULT

Account Information section displays.

Account Information

Program Type	Travel
Refug Type	Individual
Account Status	OPEN
Activate On	MM/DD/YYYY
Deactivate On	MM/DD/YYYY
Option Set #	12345
Option Set Description	Authentication Controls
Credit Limit	\$1000000
Compliance Checks	Yes
Compliance Check NTR Amount	\$0
Transfer Checks	Yes
ATM Access	No
Travel Token Card	Yes

Step 6

ACTION

Click on drop down **Account Status** to close account and select CLOSED.

RESULT

Account Status field displays CLOSED and a drop down box ▼ displays with a list of closure reasons.

Account Information

Program Type	Travel
Refug Type	Individual
Account Status	CLOSED
Activate On	MM/DD/YYYY
Deactivate On	MM/DD/YYYY
Option Set #	12345
Option Set Description	Authentication Controls
Credit Limit	\$1000000
Compliance Checks	No
Compliance Check NTR Amount	\$0
Transfer Checks	Yes
ATM Access	No
Travel Token Card	Yes


Account Status dropdown menu options:

- CLOSED
- CLOSED - TERMINATED EMPLOYEE
- CLOSED - TERMINATED FROM GOVT
- CLOSED - BY AGING

Follow these steps to maintain an Account Status:

Step 7

ACTION

Select a closure reason from the list displayed in the drop down box .

RESULT

The closure reason displays.

Account Information	
Program Type	Travel
Filing Type	Individual
Account Status	CLOSURE 
	CLOSED BY ADTC 
Activate On	MM/YY/YY
Deactivate On	MM/YY/YY
Option Set #	12345 <small>Authentication Controls</small>
Option Set Description	
Credit Limit	\$1000
Compliance Checks	No
Compliance Check MTD Amount	\$0
Transfer Checks	Yes <small>Reorder</small>
ATM Access	No
Debit/Pass Card	Yes
Card Type	
Card Valid on Card	
Account Expiration Date	03/2002
Terminal Account #	

Step 8

ACTION

Click **Submit**.

RESULT

The **Account Information/Maintenance Verification** screen displays.

Account Information Maintenance Verification	
Organizational Information	
Central Account ID	9050002
Central Account Name	UAT ACQUISITION
Central Account Number	4456120000187007
Back to top	
Account Holder Information	
Account Name	FREDRICK DAUPERT
Address 1	1 COMMERCIAL PL TALL
Address 2	WAG-100-04-04
Address 3	
Address 4	
City	PONTIAC
State/Province	GA
Country	US
Zip/Postal Code	30315
Business Phone	229 371 0241 (ext. or Canada)
Home Phone	
Fax Number	

Step 9

ACTION

Verify that all information is correct and click **Confirm**.

RESULT

The **Maintain Account Information: Confirmation** screen displays.

Maintain Account Information: Confirmation		
You have successfully submitted changes for FREDRICK DAUPERT associated with the following Hierarchy structure		
Program Number 1000000		
Level	Number	Description/Name
HL1	9050002	DEPARTMENT OF DEFENSE
HL2	2000004	DEPARTMENT OF THE AIR FORCE
HL3		
HL4		
HL5		
HL6		
HL7		

Step 10

ACTION

Click the **Account Inquiry/Maintenance** hyperlink.

RESULT

The **Account Inquiry/Maintenance** screen displays.

FREDRICK DAUPERT 4456120000187007 (ext. or Canada)		Organizational Information Account Information Account Holder Information Submit Information
Home Logout		
Account Inquiry/Maintenance		
Organizational Information		
Central Account ID	9050002	
Central Account Name	UAT ACQUISITION	
Central Account Number	4456120000187007	
Back to top		
Account Holder Information		
Account Name	FREDRICK DAUPERT	
Address 1	1 COMMERCIAL PL TALL	
Address 2	WAG-100-04-04	
Address 3		
Address 4		
City	PONTIAC	

Follow these steps to activate or deactivate an account

Step 1

ACTION

Click on **Account Inquiry/Maintenance** from the **EAGLS Main Menu**.

RESULT

The **Account Inquiry/Maintenance Search** screen displays with user's default hierarchy.

Step 2

ACTION

Click on the radio button next to the desired **Search For** criteria

- **Open Accounts** (default option)
- **Closed Accounts**
- **All Accounts**

RESULT

The selected **Search For** button is activated.

Step 3

ACTION

Click on one of the following **Search By** options and type in the criteria:

- **Account Number**
- **Last Name**
- **First Name**: (optional field used in conjunction with a search by last name)
- **Zip/Postal Code**: (optional field used in conjunction with a search by last name)
- **Business Phone** (numeric fields only, please select one)
 - US or Canada
 - International
- **Social Security Number**
- **Hierarchy Depth**
- **Browse Hierarchy**

Level	Number	Description/Name
L1.1	0022001	L1.1 L1.1 L1.1 L1.1 L1.1 L1.1 L1.1 L1.1
L1.2		
L1.3		
L1.4		
L1.5		
L1.6		
L1.7		
L1.8		

Follow these steps to activate or deactivate an account

RESULT

The selected **Search By** criteria displays.

*Note: When using other **Search By** options, multiple search results may display. Click on the number of the account that you want to access.*

Step 4

ACTION

Click **Submit**.

RESULT

The **Account Inquiry/Maintenance** screen displays and will populate the appropriate Hierarchy number and Agency Names fields.

Account Inquiry/Maintenance

Organizational Information

Central Account ID	9000002
Central Account Name	HAT TEST ACCOUNT
Central Account Number	HAT100001000007

Back to top

Account Holder Information

Account Name	HUUUL	HUUUL
Address 1	HAT TEST ACCOUNT	
Address 2	HUU-002	
Address 3		
Address 4		
City	HOM ULK	
State/Province	VA	
Country	US	

Step 5

ACTION

Click on the **Account Information** "jump to link".

RESULT

The **Account Information** section displays.

Account Information

Program Type	Travel
Billing Type	Individual
Account Status	OPEN
Activate On	MM/DD/YYYY
Deactivate On	MM/DD/YYYY
Option Set #	12345
Option Set Description	
Credit Limit	\$100000
Commercials Checks	Yes
Commercials Check NTID Amount	50
Transfers Checks	Yes
ATM Access	No
Travel Travel Card	Yes
Credit Limit	

Step 6

ACTION

Click on the **Activate On** field and type in the date on which the account should be activated.

Note: Accounts are activated at the end of the day you specify.

RESULT

The **Activate On** date displays.

Account Information

Program Type	Purchase
Billing Type	Individual
Account Status	OPEN
Activate On	07/05/2000
Deactivate On	

Follow these steps to activate or deactivate an account

Step 7

ACTION

Click on the **Deactivate On** field and type in the date on which the account should be deactivated.

Note: Accounts are deactivated at the end of the day you specify.

RESULT

The **Deactivate On** date displays.

Account Information	
Program Type	Purchase
Billing Type	Individual
Account Status	OPEN
Activate On	07/05/2000 (M)
Deactivate On	07/25/2000 (M)
Option Set #	NA

Step 8

ACTION

Click **Submit**.

RESULT

The **Account Information Maintenance Verification** screen displays.

Account Information Maintenance Verification	
Organizational Information	
Central Account ID	0050000
Central Account Name	UNIT 10000000
Central Account Number	448613000050000
Back to top	
Account Holder Information	
Account Name	FREDRICK DAUPERT
Address 1	1 COMMERCIAL PL TULLIL
Address 2	WAG-100-04-04
Address 3	
Address 4	
City	MONTANA
State/Province	CA
Country	US
Zip/Postal Code	92115
Business Phone	224 271 8221 (U.S. or Canada)
Home 1 Phone	
Home 2 Phone	
Fax Number	

Step 9

ACTION

Verify that all information is correct and click **Confirm**.

RESULT

The **Maintain Account Information: Confirmation** screen displays.

Maintain Account Information: Confirmation		
<p>You have successfully submitted changes for FREDRICK DAUPERT associated with the following Hierarchy structure</p>		
Program Number 1000000		
Level	Number	Description/Name
HL1	0050000	DEPARTMENT OF DEFENSE
HL2	20000004	DEPARTMENT OF THE AIR FORCE
HL3		
HL4		
HL5		
HL6		
HL7		

Step 10

ACTION

Click the **Account Inquiry/Maintenance** hyperlink.

RESULT

The **Account Inquiry/Maintenance** screen displays.

Account Inquiry/Maintenance	
Organizational Information	
Central Account ID	0050000
Central Account Name	UNIT 10000000
Central Account Number	448613000050000
Back to top	
Account Holder Information	
Account Name	FREDRICK DAUPERT
Address 1	1 COMMERCIAL PL TULLIL
Address 2	WAG-100-04-04
Address 3	
Address 4	
City	MONTANA

Follow these steps to change a credit limit on an account:

Step 1

ACTION

Click on **Account Inquiry/Maintenance** from the **EAGLS Main Menu**.

RESULT

The **Account Inquiry/Maintenance Search** screen displays with user's default hierarchy.

Step 2

ACTION

Click on the radio button next to the desired **Search For** criteria

- **Open Accounts** (default option)
- **Closed Accounts**
- **All Accounts**

RESULT

The selected **Search For** button is activated.

Step 3

ACTION

Click on one of the following **Search By** options and type in the criteria:

- **Account Number**
- **Last Name**
- **First Name**: (optional field used in conjunction with a search by last name)
- **Zip/Postal Code**: (optional field used in conjunction with a search by last name)
- **Business Phone** (numeric fields only, please select one)
 - US or Canada
 - International
- **Social Security Number**
- **Hierarchy Depth**
- **Browse Hierarchy**

Level	Number	Description/Name
HL1	9022001	EAGLS User's Guide 01/08/01
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Follow these steps to change a credit limit on an account:

RESULT

The selected search criteria displays.

Note: When using other Search By options, multiple search results may display. Click on the number of the account that you want to access.

Step 4

ACTION

Click **Submit**.

RESULT

The **Account Inquiry/Maintenance** screen displays and will populate the appropriate Hierarchy number and Agency Names fields.

Account Inquiry/Maintenance screen showing organizational information. The screen includes a header with user information and navigation links. The main section is titled 'Account Inquiry/Maintenance' and contains a form for organizational information. The form fields are: Central Account ID (000000), Central Account Name (STAT INQUIRY TEST), and Central Account Number (000000000000). Below the form is a 'Back to top' link.

Step 5

ACTION

Click on the **Account Information** "jump to link".

RESULT

The **Account Information** section displays.

Account Information section of the Account Inquiry/Maintenance screen. The section displays a form with the following fields: Program Type (Travel), Billing Type (Individual), Account Status (OPEN), Activate On (00/00/0000), Deactivate On (00/00/0000), Option Set # (12345), Option Set Description (Authentication Controls), Credit Limit (\$100000), Co-maintenance Checks (Yes), Co-maintenance Check MTD Amount (\$0), Transfer Checks (Yes), ATM Access (No), Travel Expense Card (Yes), and Card Type (Credit).

Step 6

ACTION

Click on the **Credit Limit** field and type in the new credit limit.

RESULT

The new credit limit displays.

Account Information section of the Account Inquiry/Maintenance screen showing the updated credit limit. The section displays a form with the following fields: Program Type (Travel), Billing Type (Individual), Account Status (OPEN), Activate On (07/25/2000), Deactivate On (07/25/2000), Option Set # (12345), Option Set Description (Authentication Controls), Credit Limit (\$20000), Transfer Checks (Yes), ATM Access (No), Travel Expense Card (Yes), and Card Type (Credit).

Follow these steps to change a credit limit on an account:

Step 7

ACTION

Click **Submit**.

RESULT

The **Account Information Maintenance Verification** screen displays.

Account Information Maintenance Verification	
Organizational Information	
Central Account ID	9050002
Central Account Name	NAV AIRCRAFT
Central Account Number	4456120000507007
Back to top	
Account Holder Information	
Account Name	FREDRICK DAUPERT
Address 1	1 COMMERCIAL PL 11111
Address 2	WAG-100-04-04
Address 3	
Address 4	
City	MONTREAL
State/Province	CA
Country	US
Zip/Postal Code	02145
Business Phone	228 / 271 / 0221 (plus or Canada)
Home Phone	
Cell Phone	
Fax Number	

Step 8

ACTION

Verify that all information is correct and click **Confirm**.

RESULT

The **Maintain Account Information Confirmation** screen displays.

Maintain Account Information: Confirmation		
<p>You have successfully submitted changes for FREDRICK DAUPERT associated with the following Hierarchy structure</p>		
Program Number 1000000		
Level	Number	Description/Name
HL1	9050002	DEPARTMENT OF DEFENSE
HL2	2000004	DEPARTMENT OF THE AIR FORCE
HL3		
HL4		
HL5		
HL6		
HL7		

Step 9

ACTION

Click on the **Account Inquiry/Maintenance** hyperlink.

RESULT

The **Account Inquiry/Maintenance** screen displays.

FREDRICK DAUPERT		Organizational Information
4456120000507007		Account Information
Submit Cancel		Account Information
		Submit Information
Account Inquiry/Maintenance		
Organizational Information		
Central Account ID	9050002	
Central Account Name	NAV AIRCRAFT	
Central Account Number	4456120000507007	
Back to top		
Account Holder Information		
Account Name	FREDRICK	DAUPERT
Address 1	1 COMMERCIAL PL 11111	
Address 2	WAG-100-04-04	
Address 3		
Address 4		
City	MONTREAL	

Follow these steps to order/reorder Convenience Checks:

Step 1

ACTION

Click on **Account Inquiry/Maintenance** from the **EAGLS Main Menu**.

RESULT

The **Account Inquiry/Maintenance Search** screen displays with user's default hierarchy.

Step 2

ACTION

Click on the radio button next to the desired **Search For** criteria

- **Open Accounts** (default option)
- **Closed Accounts**
- **All Accounts**

RESULT

The selected **Search For** button is activated.

Step 3

ACTION

Click on one of the following **Search By** options and type in the criteria:

- **Account Number**
- **Last Name**
- **First Name:** (optional field used in conjunction with a search by last name)
- **Zip/Postal Code:** (optional field used in conjunction with a search by last name)
- **Business Phone** (numeric fields only, please select one)
 - US or Canada
 - International
- **Social Security Number**
- **Hierarchy Depth**
- **Browse Hierarchy**

Level	Number	Description/Name
111.1	9022001	EAGLS 1151 CO REGION 11
111.2		
111.3		
111.4		
111.5		
111.6		
111.7		
111.8		

Follow these steps to order/reorder Convenience Checks:

RESULT

The **Search By** criteria displays.

*Note: When using other **Search By** options, multiple search results may display. Click on the account number of the account that you want to access.*

Step 4

ACTION

Click **Submit**.

RESULT

The **Account Inquiry/Maintenance** screen displays.

Step 5

ACTION

Click on the **Account Information** "jump to link".

RESULT

Account Information section displays.

Step 6

ACTION

Scroll down to **Convenience Checks**. Click on **Reorder**.


RESULT

The **Order Convenience Checks** pop-up window displays.

Follow these steps to order/reorder Convenience Checks:

Step 7

ACTION

Click on the **Number of Checks** drop down box  and select the number of checks you want to order.

RESULT

The number of checks selected displays.

Step 8

ACTION

Click **Submit**.

Note: You may click **Clear** to return to the **Order Convenience Checks** screen to modify your order.

RESULT

The **Order Convenience Checks Verification** screen displays.



Order Convenience Checks

Account Information
Program Number: 1000000 GSA

Level	Number	Description/Name
HL1	9025002	EAGLE TEST CO 9025002 L1
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Account Name: TESTACOUNT 02MM23
Account Number: MS6810000012390
Agency Name: EAGLE TEST CO 9025002 L1
Agency ID: 9025002
Number of Checks: 5

Submit Clear Cancel

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Order Convenience Checks Verification

Please verify that the information you have entered is for
4486810000012390
is correct

Program Number: 1000000 GSA

Level	Number	Description/Name
HL1	9025002	EAGLE TEST CO 9025002 L1
HL2		
HL3		
HL4		
HL5		

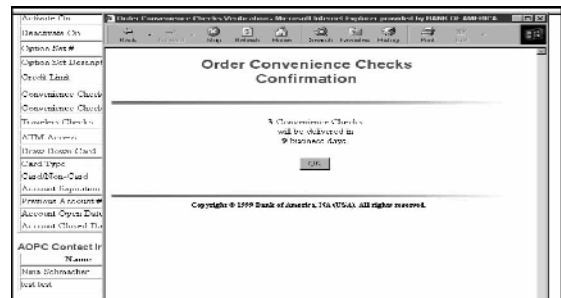
Step 9

ACTION

Verify that all information is correct and click **Confirm**.

RESULT

The **Order Convenience Checks Confirmation** screen displays.



Order Convenience Checks Confirmation

3 Convenience Checks will be delivered in 9 business days.

OK

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Step 10

ACTION

Click **OK**.

RESULT

The **Account Inquiry/Maintenance** screen displays.



TESTACOUNT 02MM23
4486810000012390
(0042)0000

Submit Cancel

Account Inquiry/Maintenance

Organizational Information
Central Account ID: 9025002
Central Account Name: TEST COUP ACCT 9025002
Central Account Number: 448681000000012390
[Back to top](#)

Account Holder Information
Account Name: TESTACOUNT 02MM23
Address 1: ATTN: ALL OF YOU
Address 2: MARCH
Address 3: SEVENTH AVENUE
Address 4: 5 FIFTH
City: NORFOLK

Follow these steps to order/reorder Traveler's Checks for IBA's:

Step 1

ACTION

Click on **Account Inquiry/Maintenance** from the **EAGLS Main Menu**.

RESULT

The **Account Inquiry/Maintenance Search** screen displays with user's default hierarchy.

Step 2

ACTION

Click on the radio button next to the desired **Search For** criteria

- **Open Accounts** (default option)
- **Closed Accounts**
- **All Accounts**

RESULT

The selected **Search For** button is activated.

Step 3

ACTION

Click on one of the following **Search By** options and type in the criteria:

- **Account Number**
- **Last Name**
- **First Name:** (optional field used in conjunction with a search by last name)
- **Zip/Postal Code:** (optional field used in conjunction with a search by last name)
- **Business Phone** (numeric fields only, please select one)
 - US or Canada
 - International
- **Social Security Number**
- **Hierarchy Depth**
- **Browse Hierarchy**

Level	Number	Description/Name
ILL.1	9022001	EAGLS ILL.1 CO. REGULAR LI
ILL.2		
ILL.3		
ILL.4		
ILL.5		
ILL.6		
ILL.7		
ILL.8		

Follow these steps to order/reorder Traveler's Checks for IBA's:

RESULT

The **Search By** criteria displays.

*Note: When using other **Search By** options, multiple search results may display. Click on the account number of the account that you want to access.*

Step 4

ACTION

Click **Submit**.

RESULT

The **Account Inquiry/Maintenance** screen displays.

Account Inquiry/Maintenance

Organizational Information

Central Account ID	0050000
Central Account Name	01A1-HQ&PRIS
Central Account Number	918512000000000000

[Back to top](#)

Account Holder Information

Account Name	HARVEY B. BOWMAN
Address 1	870000000000000000
Address 2	000000000000000000
Address 3	
Address 4	
City	LAPORTE

Step 5

ACTION

Click on the **Account Information** "jump to link".

RESULT

Account Information section displays.

Account Information

Traveler Type	Travel
Billable Type	Individual
Account Status	OPEN
Activate On	000000000000000000
Deactivate On	000000000000000000
Options Set #	12345
Options Set Description	Authorization Controls
Credit Limit	\$10,000
Continuation / Overdue	No
Continuation / Overdue NTD Answer	No
Travelers Checks	Yes
ATM Access	No
Traveler's Card	Yes
Card Type	
Cardholder Card	
Account Expiration Date	00/00/00
Previous Account #	
Account Open Date	
Account Closed Date	

Step 6

ACTION

Scroll down to **Traveler's Checks**.
Click on **Reorder**.

RESULT

The **Order Traveler's Checks** screen displays.

Order Travelers Checks

Travelers Checks Order Form

Thomas Cook Agent Code

Requesters Information

Agency Name	EAGLS TEST CO 9025001 L2
Account Number	44850600000046195
Date of Order	04/28/2000
Time of Order	1:24:12
Last Name	HALLS
First Name	CART
Work Phone	

Address Information

Address 1	
Address 2	
City	
State	

Follow these steps to order/reorder Traveler's Checks for IBA's:

Step 7

ACTION

Type Thomas Cook Agent code in the **Thomas Cook Agent Code** field.

RESULT

The **Thomas Cook Agent code** will display.

The screenshot shows a form titled "Travelers Checks Order Form". Below the title is a field labeled "Thomas Cook Agent Code" with a text input area.

Step 8

ACTION

Type requester work phone number in **Work Phone Number** field.

RESULT

The requester work phone number displays.

The screenshot shows a form titled "Requesters Information". It contains the following fields: Agency Name (EAGLS TEST CO 9025001 L2), Account Number (4480860000046195), Date of Order (04/28/2000), Time of Order (13:8:33), Last Name (HAILES), First Name (CARL), and Work Phone (2025241234).

Step 9

ACTION

Type the address where the traveler's checks are to be mailed in the **Address Information** text field.

RESULT

The account holder **Address Information** displays.

The screenshot shows a form titled "Address Information". It contains the following fields: Address 1, Address 2, City, State, Country, and Zip.

Step 10

ACTION

Type number of packs you want to order in the appropriate fields.

RESULT

The requested quantity and value displays.

***Note:** The dollar amount available will be designated by your agency and available credit.*

The screenshot shows a form titled "Travelers Checks Details". It contains a table with the following columns: Denomination, # in Book, # in Brick, Quantity, and Value. The table lists various denominations and their corresponding quantities and values. At the bottom, there is a "TOTAL" row and two buttons: "Submit" and "Clear".

Denomination	# in Book	# in Brick	Quantity	Value
\$20	5	100	0	\$20.00
\$20	10	200	0	0
\$30	3	60	0	0
\$50	5	50	0	0
\$50	10	100	0	0
\$100	5	50	0	0
\$100	5	50	0	0
\$100	10	100	0	0
\$500	3	15	0	0
\$20	Loose	10	0	\$20.00
\$50	Loose	10	0	0
\$100	Loose	10	0	0
\$500	Loose	5	0	0
\$1000	Loose	5	0	0
TOTAL				\$20.00

Follow these steps to order/reorder Traveler's Checks for IBA's:

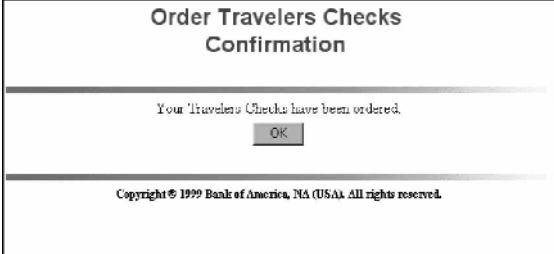
Step 11

ACTION

Click **Submit**.

RESULT

The **Order Travelers Checks Confirmation** screen displays.



The screenshot shows a confirmation screen titled "Order Travelers Checks Confirmation". Below the title, it states "Your Travelers Checks have been ordered." and includes an "OK" button. At the bottom, there is a copyright notice: "Copyright © 1999 Bank of America, NA (USA). All rights reserved."

Step 12

ACTION

Click **OK**.

RESULT

The **Account Inquiry/Maintenance Search** screen displays.



The screenshot shows the "Account Inquiry/Maintenance Search" screen. It includes instructions on how to perform partial name searches and examples. Below the instructions are "Submit" and "Clear" buttons. The "Search For" section has three radio buttons: "Open Accounts" (selected), "Closed Accounts", and "All Accounts". The "Search By" section has checkboxes for "Account Number", "Last Name", and "Optional Criteria with Last Name". Under "Optional Criteria with Last Name", there are input fields for "First Name", "Last/Initial Code", and "Business Name". At the bottom, there are checkboxes for "Off in Canada" and "Business Code".

Lesson 4 *Changing Authorization Controls*

Description

The **Authorization Controls** function may be conveniently accessed by clicking on the hyperlink located in the Account Information section of the Account Inquiry/Maintenance screen. The **Authorization Control Maintenance** screen allows you to request a change or update to authorization controls for an individual account or Merchant Category Code Group (MCCG). Account-level controls are designed to limit account spending per cycle or during a designated time period, such as setting a single-purchase limit, a monthly spending limit, or cash advance limit.

What you will need before you begin

- Account Holder Name
or
- Account Number
or
- Social Security Number
or
- Hierarchy Level within your span of control

In this lesson you will learn

- How to:
- Adjust account holder daily, monthly, cycle, and/or designated time period ATM cash limits
 - Adjust account holder daily, monthly, cycle, and/or designated retail spending limits
 - Adjust account holder single purchase limits
 - Authorize use of foreign currency
 - Authorize and adjust purchase locations with a specific Merchant Category Code Group (Cash, Retail, Mail Order, etc.)

Situations where you may use this function

- When an account holder's travel needs change
- When an account holder is abusing card use privileges

The screens you will use in this lesson

- Account Inquiry/Maintenance Search
- Account Inquiry/Maintenance
- Authorization Controls Account Maintenance
- Authorization Controls Verification
- Authorization Controls Confirmation

Available hyperlinks

Not applicable



What You Need to Know:

- When you update Authorization Controls in EAGLS for an individual account, they are queued to GCSU for processing.
- GCSU will process the Authorization Controls request within 24 to 48 hours.
- GCSU will not process Authorization Controls requests on weekends and holidays.
- You can only submit one Authorization Control Maintenance request per account within a 24-hour period.
- Standard card authorization control limits may not be modified if the card was originally issued as restricted.
- For any card which contains more than one MCCG, if it is necessary to increase the account holder's authorization limits, the credit limit must be adjusted to cover twice the total authorization limit (agency dependent).

For example:

If the monthly authorization limits are...	Then the total authorization limit is...	And the Credit Limit should be...
Currently: Travel limit - \$4,250 Retail limit - \$250 Cash limit - \$500	\$5,000	10,000
Increased to: Travel limit - \$7,000 Retail - \$250 Cash limit - \$1,000	8,250	16,500

This would allow the account holder to spend \$8,250 during January, and while he is waiting for the account to cycle, he has access to an additional \$8,250 to spend during February, the next billing cycle.

- Account holders can also contact GCSU directly for total cash amounts not to exceed \$1,000 per month.
- A credit limit increase does not automatically increase the amount of cash an account holder can use per cycle, therefore you must make the changes in **Authorization Controls**.
- A cash line increase must be requested through the **Authorization Controls** hyperlink on the **Account Inquiry/Maintenance** screen or by calling a GCSU representative.
- The account holder does not have access to the **Authorization Controls** hyperlink.



What You Need to Know:

- You can approve cash limit increases based on your agency's policies on an account based on the account holder's travel needs.

Key Terms

Bypass	An action option under an MCCG control that allows a group of merchant category codes to bypass the authorization process.
Cycle: Amount Limit	The dollar amount that an account holder is allowed to spend during an account cycle for a given MCCG control.
Cycle: Transaction Limit	The number of transactions that an account holder is allowed to make during an account cycle for a given MCCG control.
Daily Transaction Limit	The number of transactions that an account holder is allowed to make on a daily basis for a given MCCG control.
Daily: Amount Limit	The dollar amount that an account holder is allowed to spend on a daily basis for a given MCCG control.
Divert	An action option under an MCCG control that advises the merchant to call Bank of America for authorization.
Exclude	An action option under an MCCG control that excludes a specific group of merchant category codes to be included for authorization.
Include	An action option under an MCCG control that allows a specific group of merchant category codes to be included for authorization. This is the only option that should be used for MCCG controls.
Monthly: Amount Limit	The dollar amount that an account holder is allowed to spend during a calendar month for a given MCCG control.
Monthly: Transaction Limit	The number of transactions that an account holder is allowed to make during a calendar month for a given MCCG control.
Option Set ID	A five-digit number that defines the set of authorization controls assigned to an account. This field is defined by Bank of America.
Other: Amount Limit	The dollar amount that an account holder is allowed to spend during a specific period for a given MCCG control.

Key Terms

Other: Transaction Limit

The number of transactions that an account holder is allowed to make during a specific period for a given MCCG control. The length of the authorization period will be determined in the Total Number of Days field. For instance, you may restrict cash advances so that the account holder may only withdrawal \$200 every 10 days.

Refresh Date

The date from which the Total Number of Days will begin. For instance, you may designate 06/01/2000 in the MM/DD/YYYY format as the starting date for a given MCCG control. The transaction limit and amount limits will "refresh" every pre-set number of days from this starting date.

Single Purchase Limit

A specific dollar amount that one purchase may not exceed.

Total Number of Days

A specific period of time in days during which an account can access a pre-set number of transactions and a pre-set dollar amount for a given MCCG control.

Follow these steps to change Authorization Controls:

Step 1

ACTION

Click on **Account Inquiry/Maintenance** from the **EAGLS Main Menu**.

RESULT

The **Account Inquiry/Maintenance Search** screen displays with user's default hierarchy.

Account Inquiry/Maintenance Search

To perform partial name searches on non numeric fields, enter partial search criteria followed by an asterisk ''.
 Ex: Entering 'Jo*' in the Last Name field will find last names such as 'Jones' and 'Johnson'.
 Note: Partial searches take longer to complete than exact searches.*

Search For
☒ Open Accounts
☐ Closed Accounts
☐ All Accounts

Search By
☐ Account Number
☐ Last Name
☐ First Name
☐ Zip/Postal Code
☐ Business Phone
☐ Hierarchy Depth

Optional Criteria with Last Name:
 First Name
 Zip/Postal Code
 Business Phone
 Hierarchy Depth

Search

Step 2

ACTION

Click on the radio button next to the desired **Search For** criteria

- **Open Accounts** (default option)
- **Closed Accounts**
- **All Accounts**

RESULT

The selected **Search For** button is activated.

Search For

☒ Open Accounts
☐ Closed Accounts
☐ All Accounts

Step 3

ACTION

Click on one of the following **Search By** options and type in the criteria:

- **Account Number**
- **Last Name**
- **First Name**: (optional field used in conjunction with a search by last name)
- **Zip/Postal Code**: (optional field used in conjunction with a search by last name)
- **Business Phone** (numeric fields only, please select one)
 - US or Canada
 - International
- **Social Security Number**
- **Hierarchy Depth**
- **Browse Hierarchy**

Search By

☐ Account Number
☐ Last Name
☐ First Name
☐ Zip/Postal Code
☐ Business Phone
☐ Social Security #
☐ Hierarchy Depth

Optional Criteria with Last Name:
 First Name
 Zip/Postal Code
 Business Phone
 Social Security #
 Hierarchy Depth

Search

Level	Number	Description/Name
HL1	9000002	DEPARTMENT OF DEFENSE
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Follow these steps to change Authorization Controls:

RESULT

The **Search By** criteria displays.

*Note: When using other **Search By** options, multiple search results may display. Click on the account number of the account that you want to access.*

Step 4

ACTION

Click **Submit**.

RESULT

The **Account Inquiry/Maintenance** screen displays.

Step 5

ACTION

Click on the **Account Information** jump to link located on the right top corner of the screen.

RESULT

Account Information section displays.

Step 6

ACTION

Click on the **Authorization Controls** hyperlink.

RESULT

The **Account Limits Maintenance** screen displays.

Follow these steps to change Authorization Controls:

Step 7

ACTION

Type desired account limits in the appropriate **Daily**, **Monthly**, **Cycle**, or **Other** fields.

RESULT

Data changes display.

Account Transaction Limit			
Single Purchase Limit		00	
Daily		Cycle	
Transaction Limit	00	Transaction Limit	00
Amount Limit	00	Amount Limit	00
Monthly		Other	
Transaction Limit	00	Transaction Limit	00
Amount Limit	00	Amount Limit	00
		Total No. of Days	0
		Refresh Date	04/24/2000 (MM/DD/YYYY)

Step 8

ACTION

Click on the drop down box ▼ for **Foreign-Currency Restriction Set**, select **Yes** to restrict card use in agency specified currency.

RESULT

Data changes display.

Foreign Currency Information	
Foreign Currency Restriction Set	Yes
Foreign Currency	Exclude
Foreign Action	Exclude

Step 9

ACTION

Click **Finish** and go to **Step 13**.

OR

Click **MCCG Controls**.

RESULT

The **Authorization Controls Account Maintenance** screen displays.

OR

The **MCCG Controls Maintenance** screen displays.

MCCG Controls Maintenance	
Account Name	FORATION/REOPEN
Account Number	000000000000
Agency Name	NO ATTC
Control Account ID	000000
MCCG Table Name	TABLE
MCCG Action	Include
MCCG Transaction Limit	
Single Purchase Limit 00.00	
Daily	
Transaction Limit	00
Amount Limit	0000
Monthly	
Transaction Limit	00
Amount Limit	00
Cycle	
Transaction Limit	00
Amount Limit	00
Other	
Transaction Limit	00
Amount Limit	00
Total No. of Days 0	
Refresh Date 04/24/2000 (MM/DD/YYYY)	

Follow these steps to change Authorization Controls:

Step 10

ACTION

Tab to the **MCCG Action** field, click on the drop down box, and select the desired action.

RESULT

The action you selected displays.
The actions include the following:

- **Include** — includes all the allowable charges under selected MCCGs
- **Exclude** — declines all charges under selected MCCGs
- **Refer** — refers all merchants under selected MCCGs to contact GCSU
- **Divert** — diverts all charges from MCCGs selected to CBA
- **Bypass** — bills directly to corporate account instead of individually billed account

Step 11

ACTION

Tab to the **MCCG Transaction Limit** section and **Vendor Information** section, update field(s) you want to maintain.

RESULT

The requested changes display.

*Note: Repeat Steps 9-12 by clicking on **Next MCCG Controls** until all tables are exhausted.*

Step 12

ACTION

Click **Finish** when all tables are exhausted.

RESULT

The **Authorization Controls Account Maintenance Verification** screen displays.

IMPORTANT: Once you have clicked **Finish** you may not update the authorization controls for this account for 24 hours or until GCSU has completed the request.

Follow these steps to change Authorization Controls:

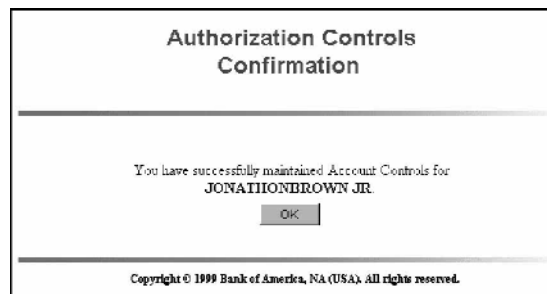
Step 13

ACTION

Verify that all information is correct and click **OK**.

RESULT

The **Authorization Controls Confirmation** screen displays.



The screenshot shows the 'Authorization Controls Confirmation' screen. At the top, the title 'Authorization Controls Confirmation' is centered. Below it, a message states: 'You have successfully maintained Account Controls for JONATHONBROWN JR.' A single 'OK' button is centered below the message. At the bottom, a copyright notice reads: 'Copyright © 1999 Bank of America, NA (USA). All rights reserved.'

Step 14

ACTION

Click **OK**.

RESULT

The **Account Inquiry/Maintenance Search** screen displays.



The screenshot shows the 'Account Inquiry/Maintenance' screen. At the top left, the user's name 'JONATHON BROWN JR.' and account number '4436120000587007' are displayed. To the right, there are links for 'Organizational Information', 'Account Holder Information', 'Account Information', 'Account Statement Information', and 'Statement Information'. Below these links are 'Submit' and 'Reset' buttons. The main section is titled 'Account Inquiry/Maintenance'. It contains two sections: 'Organizational Information' with fields for 'Control Account ID' (JCC0002), 'Control Account Name' (JAT TEST ACCOUNT), and 'Control Account Number' (4436120000587007); and 'Account Holder Information' with fields for 'Account Name' (JONATHON BROWN JR.), 'Address 1' (JAT TEST ACCOUNT), 'Address 2' (JCC-002), 'Address 3' (empty), 'Address 4' (empty), and 'City' (NORFOLK). A 'Back to top' link is located between the two sections.

Lesson 5 *Transferring Accounts*

Description

You will be able to transfer an account from one hierarchy to another by completing a **Simple Transfer Account** or a **Two-Stage Transfer Account**. You can perform a Simple Transfer Account by simply changing the hierarchy number on the **Hierarchy Information** section of the Account Inquiry/Maintenance screen. By clicking on the hyperlink located at the bottom of the Hierarchy Information section you can perform a Two-Stage Transfer Account. This hyperlink will not display if the account is closed. The Transfer Account functionality is available to Individual Accounts only.

What you will need before you begin

- Account Holder Name
or
- Account Number
or
- Social Security Number
or
- Hierarchy Level within your span of control

In this lesson you will learn

- How to:
- Differentiate between a Simple Transfer Account and a Two Stage Transfer Account
 - Determine when to complete a Simple Transfer Account and when to complete a Two Stage Transfer Account
 - Complete a Simple Transfer Account and a Two Stage Transfer Account

Situations where you may use this function

- When an account holder:
- Transfers to another hierarchy
 - Was set up in the wrong hierarchy

The screens you will use in this lesson

- Simple Transfer Account**
- Account Inquiry/Maintenance
 - Account Information Maintenance Verification
- Two Stage Transfer Account**
- Transfer Account - Sending
 - Transfer Account Verification
 - Transfer Account Message
 - Transfer Account Queue Search
 - Information Large Search Results
 - Transfer Account Multiple Search Results
 - Transfer Account - Receiving
 - Transfer Account Option Set ID Selection

Available

Not applicable



What You Need to Know:

You can transfer an account from one hierarchy to another by completing a Simple Transfer Account or by completing a Two-Stage Transfer Account.

If you input a Central Account Number on either of the search screens, you will receive an error. Transfer Account is only available for individual accounts.

SIMPLE TRANSFER ACCOUNT

When transferring an account that does not require a change in central account ID and it's within your span of control, you should follow these Simple Transfer Account procedures.

You will not be able to submit a transfer if one is already pending. You will see a flag message at the bottom of the Account Holder Information section that reads "*A Hierarchy Transfer is pending on this account.*" This will cause the Hierarchy Display to be "read only."

Simple transfers are effective after the Data Exchange File (DEF) update.

TWO-STAGE TRANSFER ACCOUNT Sending A/OPC

Sending A/OPC – the A/OPC who submits the Transfer Account request. This A/OPC will be losing the account from their hierarchical span of control.

When transferring an account that is outside your span of control or requires a change in Central Account ID, you should follow this two-stage transfer procedure.

- ❖ Stage one is completed by "Sending" A/OPC
- ❖ Stage two is completed by "Receiving" A/OPC

Transfer Account hyperlink in the Hierarchy Information section will take you completely out of the Account Inquiry/Maintenance screen. Any changes not submitted will be lost.

Transfer Account hyperlink will not show on closed accounts and you will not be able to submit a transfer.

You will not be able to submit a transfer if one is already pending.

A Sending A/OPC has the option to deactivate an account on the transfer date to prevent further transactions from accruing on the account that would bill to the old hierarchy.

The Receiving A/OPC can reactivate the transferred account once received into the new hierarchy.

For any transfer that involves a Central Account ID change, the changes are effective on the first day after the account cycles. However, if the account being transferred has no current transaction activity, including payments, credits, or purchases, the changes are effective after the Data Exchange File (DEF) update.



What You Need to Know:

The following chart outlines when to use the Simple or Two-Stage Transfer Account function.

If the Transfer Account is...	And the transfer...	Then...
within the A/OPC's span of control	DOES NOT REQUIRE a Central Account Change	Follow the procedures for a Simple Transfer Account <i>(can be performed on the Account Inquiry/Maintenance screen)</i>
	REQUIRES a Central Account Change	Follow the procedures for the Two-Stage Transfer Account <i>(can be performed via the Transfer Account hyperlink)</i>
is NOT within the A/OPC's span of control	DOES NOT REQUIRE a Central Account Change	Follow the procedures for the Two- Stage Transfer Account <i>(can be performed via the Transfer Account hyperlink)</i>
	REQUIRES a Central Account Change	Follow the procedures for the Two-Stage Transfer Account <i>(can be performed via the Transfer Account hyperlink)</i>

TWO-STAGE TRANSFER ACCOUNT

Receiving A/OPC

Receiving A/OPC – the A/OPC who receives the Transfer Account request. This A/OPC will be receiving the account in their hierarchical span of control.

- Within the Transfer Account Queue, transfer requests to be worked display with the account number underlined and are hyperlinks to the Transfer Account screen.
- The Receiving A/OPC has the option of flagging the account for reactivation when the account cycles or keeping the account deactivated until a later date.
- If a central account change is involved, the actual changes to hierarchy, central account, and authorization control options will be pending until Cycle Date + 1 day. However, if the account being transferred has no current transaction activity, including payments, credits, or purchases, the changes are effective after DEF updates.
- You will not be able to submit a transfer if the account is closed.

Select status...	When...
New	New requests have been submitted to be worked. You can also select New to return the request to queue to be worked by an alternate A/OPC or when hierarchy maintenance was performed and the new hierarchy is not within your span of control.
Pending	You want to pend the request for further review.
Approved	All of the data elements meet the transfer criteria.
Declined	Account was erroneously transferred to your hierarchy.

Key Terms

Not applicable

Follow these steps to complete a Simple Transfer Account:

Step 1

ACTION

Click on **Account Inquiry/Maintenance** from the **EAGLS Main Menu**.

RESULT

The **Account Inquiry/Maintenance Search** screen displays with user's default hierarchy.

Step 2

ACTION

Click on the radio button next to the desired **Search For** criteria

- **Open Accounts** (default option)
- **Closed Accounts**
- **All Accounts**

RESULT

The selected **Search For** button is activated.

Step 3

ACTION

Click on one of the following **Search By** options and type in the criteria:

- **Account Number**
- **Last Name**
- **First Name:** (optional field used in conjunction with a search by last name)
- **Zip/Postal Code:** (optional field used in conjunction with a search by last name)
- **Business Phone** (numeric fields only, please select one)
 - US or Canada
 - International
- **Social Security Number**
- **Hierarchy Depth**
- **Browse Hierarchy**

Level	Number	Description/Name
HL 1	9000002	DEPARTMENT OF DEFENSE
HL 2		
HL 3		
HL 4		
HL 5		
HL 6		
HL 7		
HL 8		

Follow these steps to complete a Simple Transfer Account:

RESULT

The **Search By** criteria displays.

*Note: When using other **Search By** options, multiple search results may display. Click on the account number of the account that you want to access.*

Step 4

ACTION

Click **Submit**.

RESULT

The **Account Inquiry/Maintenance** screen displays.

Step 5

ACTION

Scroll to the Hierarchy Information section.

RESULT

The Hierarchy Information section displays.

Step 6

ACTION

Type in the hierarchy levels to which the account is being transferred.

RESULT

Hierarchy levels for receiving hierarchy display.

OR

Click **Browse Hierarchy** and select the hierarchy string to which the account is being transferred.

*Note: **Next Level** and **Previous Level** will move you between hierarchy levels within your span of control.*

Follow these steps to complete a Simple Transfer Account:

Step 7

ACTION

Click **Select**.

RESULT

The hierarchy numbers and description/name of the receiving hierarchy display.

Level	Number	Description/Name
HT.1	9050002	DEPARTMENT OF DEFENSE
HT.2	9999994	DEPARTMENT OF THE AIR FORCE
HT.3	9943172	HQ AFRC
HT.4	9943172	10 AIR BRC
HT.5	9999999	
HT.6	9999999	
HT.7	9999999	
HT.8	9999999	

Transfer Account

Step 8

ACTION

Click **Submit**.

RESULT

A prompt box will display with the following message "You have changed hierarchy information. Please enter a central account ID."

Account Inquiry/Maintenance

Organizational Information

Central Account Explorer User Prompt

JavaScript Prompt:
You have changed hierarchy information.
Please enter a central account ID.

OK Cancel

Account Holder Information

Account Name: HAWK-YH HAWMAN

Address 1: 1 COMMERCIAL PL 4TH FL

Step 9

ACTION

Type the **Central Account ID** for the receiving hierarchy in the text field.

RESULT

The **Central Account ID** displays.

***Note:** If incorrect central account ID is entered or if central account ID is not known, then a Two-Stage Transfer is required. (see Stage Two Transfer Account procedures)*

BRANDON WALSH JR

Submit Reset

Organizational Information

Central Account ID: 9000012

Central Account Name: NAT HQ AFRC

Central Account Number: 4486120000587577

Back to top

Account Holder Information

Account Name: BRANDON WALSH JR

Address 1: 1 COMMERCIAL PL 4TH FL

Address 2: 1716-100-91-64

Address 3:

Address 4:

City: NEWBORN

Follow these steps to complete a Simple Transfer Account:

Step 10

ACTION

Click **OK**.

RESULT

The **Account Information Maintenance Verification** screen displays as "read only."

Account Information Maintenance Verification	
Organizational Information	
Central Account ID	9050002
Central Account Name	STAT-PROJAFRTS
Central Account Number	4486100000707007
Back to top	
Account Holder Information	
Account Name	HARVEY R ROWMAN
Address 1	2 COMMERCIAL PL 4TH FL
Address 2	VA6-199-04-04
A-Address 3	
Address 4	
City	LAFORCK
State/Province	MT
Country	US
Zip/Postal Code	49446
Business Phone <small>(maximum width)</small>	226 371 3173 (usa.07.00000)
Home Phone <small>(maximum width)</small>	
Fax Number <small>(maximum width)</small>	

Step 11

ACTION

Click **Confirm** to accept or **Revise** to correct.

RESULT

The **Maintain Account Information Confirmation** screen displays.

Maintain Account Information: Confirmation		
<p>You have successfully submitted changes for FREDRICK DAUPERT associated with the following Hierarchy structure</p>		
Program Number 1000000		
Level	Number	Description/Name
HL1	9050002	DEPARTMENT OF DEFENSE
HL2	2000004	DEPARTMENT OF THE AIR FORCE
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		
<p>Account Inquiry/Maintenance</p>		
<p>Copyright © 1999 Bank of America, NA (BSA). All rights reserved.</p>		

Follow these steps to send a Two-Stage Transfer Account: SENDING A/OPC – Stage One

Step 1

ACTION

Click on **Account Inquiry/Maintenance** from the **EAGLS Main Menu**.

RESULT

The **Account Inquiry/Maintenance Search** screen displays with user's default hierarchy.

Step 2

ACTION

Click on the radio button next to the desired **Search For** criteria

- **Open Accounts** (default option)
- **Closed Accounts**
- **All Accounts**

RESULT

The selected **Search For** button is activated.

Step 3

ACTION

Click on one of the following **Search By** options and type in the criteria:

- **Account Number**
- **Last Name**
- **First Name**: (optional field used in conjunction with a search by last name)
- **Zip/Postal Code**: (optional field used in conjunction with a search by last name)
- **Business Phone** (numeric fields only, please select one)
 - US or Canada
 - International
- **Social Security #**
- **Hierarchy Depth**
- **Browse Hierarchy**

Level	Number	Description/Name
HL1	9000002	DEPARTMENT OF DEFENSE
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Follow these steps to send a Two-Stage Transfer Account:

RESULT

The **Search By** criteria displays.

***Note:** When using other **Search By** options, multiple search results may display. Click on the account number of the account that you want to access.*

Step 4

ACTION

Click **Submit**.

RESULT

The **Account Inquiry/Maintenance** screen displays.

BRANDON WALSH JR.	
Organizational Information	Account Holder Information
Account Inquiry/Maintenance	Account Holder Information
Account Inquiry/Maintenance	Account Holder Information
Account Inquiry/Maintenance	Account Holder Information
Account Inquiry/Maintenance	Account Holder Information

Account Inquiry/Maintenance	
Organizational Information	
Central Account ID	0000012
Central Account Name	TRAT-TTQATTIT
Central Account Number	1186120000557577
Back to top	
Account Holder Information	
Account Name	BRANDON WALSH JR.
Address 1	113 INDEPENDENCE BLVD
Address 2	VA6 100 04 64
Address 3	
Address 4	
City	NORFOLK

Step 5

ACTION

Click on **Account Holder Information** "jump to link".

RESULT

The **Account Holder Information** section displays.

Account Holder Information	
Account Name	BRANDON WALSH JR.
Address 1	113 INDEPENDENCE BLVD
Address 2	VA6 100 04 64
Address 3	
Address 4	
City	NORFOLK

Follow these steps to send a Two-Stage Transfer Account:

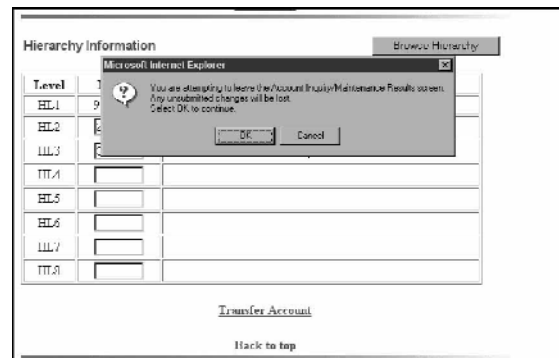
Step 6

ACTION

Scroll to **Hierarchy Information** section and click **Transfer Account** hyperlink.

RESULT

A message displays "You are attempting to leave the Inquiry/Maintenance Results screen. Any unsubmitted changes will be lost. Select OK to continue."



***Note:** The **Account Transfer** hyperlink in this section will take you completely out of the **Account Inquiry/Maintenance** screen and any changes not submitted will be lost. If any other maintenance needs to be performed on the account, click **Cancel** and submit changes prior to transferring the account. The transfer account hyperlink will then be available from the confirmation screen.*

Step 7

ACTION

Click **OK**.

RESULT

The **Transfer Account – Sending** screen displays.

Transfer Account - Sending																														
Transfer From Hierarchy																														
Agency Name	HQ AFRC																													
Account Name	BRANDON WALSH JR.	Account Number																												
Account Status	Open																													
Central Account Name	UAT-HQAFRC	Central Account Number	4486120000587577																											
Sending A/OPC Name	ACCOUNT UAT	Sending A/OPC Phone																												
<table border="1"> <thead> <tr> <th>Level</th> <th>Number</th> <th>Description/Name</th> </tr> </thead> <tbody> <tr> <td>HL1</td> <td>9050002</td> <td>DEPARTMENT OF DEFENSE</td> </tr> <tr> <td>HL2</td> <td>2000004</td> <td>DEPARTMENT OF THE AIR FORCE</td> </tr> <tr> <td>HL3</td> <td>3043172</td> <td>HQ AFRC</td> </tr> <tr> <td>HL4</td> <td></td> <td></td> </tr> <tr> <td>HL5</td> <td></td> <td></td> </tr> <tr> <td>HL6</td> <td></td> <td></td> </tr> <tr> <td>HL7</td> <td></td> <td></td> </tr> <tr> <td>HL8</td> <td></td> <td></td> </tr> </tbody> </table>				Level	Number	Description/Name	HL1	9050002	DEPARTMENT OF DEFENSE	HL2	2000004	DEPARTMENT OF THE AIR FORCE	HL3	3043172	HQ AFRC	HL4			HL5			HL6			HL7			HL8		
Level	Number	Description/Name																												
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HL3	3043172	HQ AFRC																												
HL4																														
HL5																														
HL6																														
HL7																														
HL8																														

Follow these steps to send a Two-Stage Transfer Account:

Step 8

ACTION

Click in the **Sending A/OPC Phone** field.

RESULT

The cursor appears in the **Sending A/OPC Phone** text box.

Transfer Account - Sending																														
Transfer From Hierarchy																														
Agency Name	HQ AFPC																													
Account Name	BRANDON WALSH JR	Account Number																												
Account Status	Open																													
Central Account Name	UAT-HQAFRT	Central Account Number	4486120000587577																											
Sending A/OPC Name	ACCOUNT UAT	Sending A/OPC Phone																												
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HL3	3043172	HQ AFPC																												
HL4																														
HL5																														
HL6																														
HL7																														
HL8																														

Step 9

ACTION

Type the sending A/OPC's phone number.

*Note: The **Sending A/OPC Phone** is a required field.*

RESULT

The sending A/OPC's phone number displays.

Transfer Account - Sending			
Transfer From Hierarchy			
Agency Name	HQ AFPC		
Account Name	BRANDON WALSH JR	Account Number	
Account Status	Open		
Central Account Name	UAT-HQAFRT	Central Account Number	4486120000587577
Sending A/OPC Name	ACCOUNT UAT	Sending A/OPC Phone	/U-441-1234

Step 10

ACTION

Scroll to the **Transfer To Hierarchy** section.

RESULT

The **Transfer to Hierarchy** section displays.

Transfer To Hierarchy		
Hierarchy Lead	Browse	
Level	Number	Description/Name
HL1	9050002	DEPARTMENT OF DEFENSE
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Follow these steps to send a Two-Stage Transfer Account:

Step 11

ACTION

Type in the hierarchy levels to which the account is being transferred.

RESULT

Hierarchy levels for receiving hierarchy display.

OR

Click **Browse Hierarchy** and select the hierarchy string to which the account is being transferred.

Step 12

ACTION

Click **Select**.

RESULT

The hierarchy numbers and descriptions of the receiving hierarchy display.

Step 13

ACTION

Type date in the **Date To Deactivate Account** text fields in MM/DD/YYYY format, if the account is to be deactivated during the transfer process. (Optional)

RESULT

Date to deactivate account displays.

Note: The Deactivate Account Date must be a later date.

Follow these steps to send a Two-Stage Transfer Account:

Step 14

ACTION

Click **Submit**.

RESULT

The **Transfer Account Verification** screen displays.

Transfer Account Verification			
Please Verify the Information Below.			
Transfer From Hierarchy			
Agency Name	HQ AFRC		
Account Name	JONATHAN BROWN	Account Number	
Account Status	Open		
Central Account Name	STAT-TTQABETS	Central Account Number	4436120000387007
Sending A/OPC Name	ACCOUNT UAT	Sending A/OPC Phone	75/4411234
Level	Number	Description/Name	
ITT.1	9870002	DEPARTMENT OF DEFENSE	
ITT.2	2000001	DEPARTMENT OF THE AIR FORCE	
ITT.3	3015175	HQ AFRC	
ITT.4			
ITT.5			
ITT.6			
ITT.7			

Step 15

ACTION

Click **OK**.

RESULT

If the transfer is out of the A/OPC's span of control, the **Transfer Account Confirmation** screen displays.

OR

If the transfer is within the A/OPC's span of control, the following message displays :

"This account has been submitted for transfer. Do you want to accept this transfer request now since the new Hierarchy is within your span of control, or do you want to send this transfer to the Transfer Account Queue for completion at a later time?"

Transfer Account Message	
<p><i>This account has been submitted for transfer. Do you want to accept this transfer request now since the new Hierarchy is within your span of control, or do you want to send this transfer to the Transfer Account Queue for completion at a later time?</i></p>	
Complete Now	Send to Queue at a Later Time
<p><small>Copyright © 1998 Bank of America, NA (FSA). All rights reserved.</small></p>	

Follow these steps to send a Two-Stage Transfer Account:

Step 16

ACTION

Click **Complete Now**.

RESULT

The **Transfer Account - Receiving** screen displays.

OR

ACTION

Click **Send to Queue as a New Request**.

RESULT

The **Transfer Account Search A/OPC** screen displays.

Transfer Account - Receiving																														
Transfer From Hierarchy																														
Agency Name	HQ AFRC																													
Account Name	FREDRICK DATTERT	Account Number	419612000/919120																											
Account Status	Open	Fast Use																												
Sending A/OPC Name	ACCOUNT UNIT	Sending A/OPC Name	7749367911																											
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Level	Number	Description Name																												
HL1	9050002	DEPARTMENT OF DEFENSE																												
HL2	0000004	DEPARTMENT OF THE AIR FORCE																												
HL3	9043172	HQ AFRC																												
HL4																														
HL5																														
HL6																														
HL7																														
HL8																														

***Note:** The account stays in the current hierarchy pending the completion of the second stage of the transfer. After the account is received in the new hierarchy, the change will not take effect until one day after the account cycles.
(See RECEIVING A/OPC – Stage Two in this guide.)*

Follow these steps to send a Two-Stage Transfer Account: RECEIVING A/OPC – Stage Two

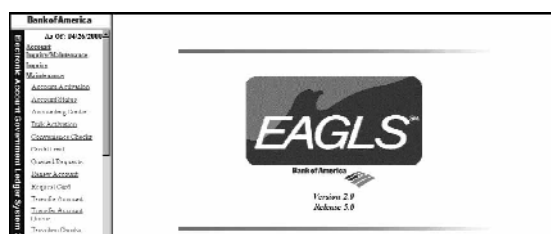
Step 1

ACTION

Click on **Maintenance** from the **EAGLS Main Menu**.

RESULT

The available options under **Maintenance** display.



Step 2

ACTION

Click on **Transfer Account Queue**.

RESULT

The **Transfer Account Queue Search** screen displays.



Step 3

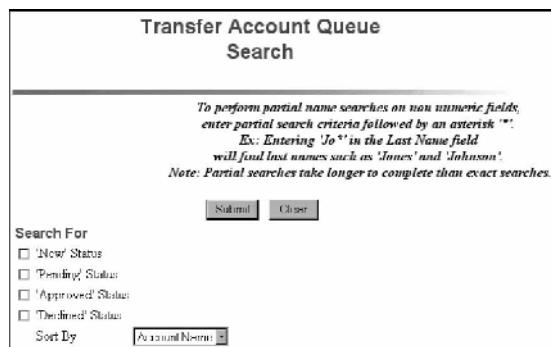
ACTION

Click on one or more of the following **Search For** options:

- New Status
- Pending Status
- Approved Status
- Declined Status

RESULT

The **Search For** criteria displays.



Step 4

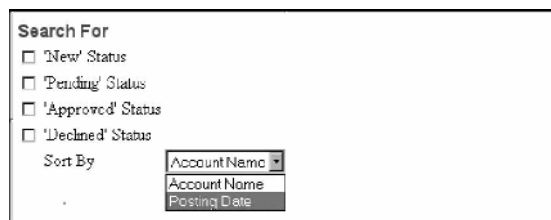
ACTION

Click on the **Sort By** drop down box ▾ and select one of the following options:

- **Account Name** (Default option)
- **Posting**

RESULT

The selected **Sort By** option displays.



Follow these steps to send a Two-Stage Transfer Account:

Step 5

ACTION

Click on one of the following **Search By** options and type in the criteria:

- **Account Number**
- **Last Name**
- **First Name:** (optional field used in conjunction with a search by last name)
- **Zip/Postal Code:** (optional field used in conjunction with a search by last name)
- **Business Phone** (numeric fields only, please select one)
 - US or Canada
 - International
- **Social Security Number**
- **Hierarchy Depth**
- **Browse Hierarchy**

Search By

☐ Account Number

☐ Last Name

Optional Criteria with Last Name:

First Name

Zip/Postal Code

☐ Business Phone

US or Canada (Numeric Only)

International (Numeric Only)

☐ Social Security # (Numeric Only)

☐ Hierarchy Depth

Current Level: Browse Hierarchy

Level	Number	Description/Name
HL1	9050002	DEPARTMENT OF DEFENSE
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

RESULT

The **Search By** criteria displays.

*Note: When using other **Search By** options, multiple search results may display. Click on the account number of the account that you want to access.*

Step 6

ACTION

Click **Submit**.

RESULT

The **Transfer Account Multiple Search Results** screen displays when there are multiple matches or the **Transfer Account** screen displays when a single result is found.

Transfer Account
Multiple Search Results

Search Criteria

Hierarchy: 1000000 9050002

Status: New

Account Number	Account Name	Sending A/OPC	Status	Assigned To	Post Date
44196120007913450	FREDRICK DAUFERT	ACCOUNT UAT	New		04/21/2000
44196120011707701	WALTER LEONARD	ACCOUNT UAT	New		04/21/2000
44196120011287086	RANJALLI, HIRDESH	ACCOUNT UAT	New		09/26/2000

Review Search

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Follow these steps to send a Two-Stage Transfer Account:

Step 7

ACTION

Click on the desired account number to hyperlink to the **Transfer Account – Receiving** screen.

RESULT

The **Transfer Account – Receiving** screen displays with the selected account's information.

Transfer Account - Receiving			
Transfer From Hierarchy			
Agency Name	HCO AFRC		
Account Name	FREEDOM TAIPIERT	Account Number	1106120007913120
Account Status	Open	Fast Due	
Transfer A/OPC	ACCOUNT TAT	Transfer A/OPC	7749167911
Name			
Level	Number	Description/Name	
HL1	9050002	DEPARTMENT OF DEFENSE	
HL2	2000004	DEPARTMENT OF THE AIR FORCE	
HL3	2013112	EXERCISE	
HL4			
HL5			
HL6			
HL7			
HL8			

Step 8

ACTION

Review the **Transfer To Hierarchy** section. The Hierarchy Level can be edited if a change is necessary.

RESULT

Verified information displays.

Transfer To Hierarchy		
Hierarchy Level	<input type="button" value="Browse"/>	
Level	Number	Description/Name
HL1	9050002	DEPARTMENT OF DEFENSE
HL2	2000004	DEPARTMENT OF THE AIR FORCE
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Step 9

ACTION

Type in the **Central Account ID** for the receiving hierarchy.

RESULT

The Central Account ID displays.

Please Enter the new Central Account ID for the account above	
Central Account ID	<input type="text" value="9050002"/>

Step 10

ACTION

Type date in the **Date of Activation** field in MM/DD/YYYY format.

Note: This action will not be necessary if there is no date of deactivation. The date must not predate current date.

RESULT

The **Date of Activation** displays.

Date of Deactivation	<input type="text"/>
Date of Activation	<input type="text" value="(MMDDYYYY)"/>

Follow these steps to send a Two-Stage Transfer Account:

Step 11

ACTION

Scroll to the **Queue Status Information** section.

RESULT

The **Queued Status Information** screen displays.

Queue Status Information			
Request Status	Pending	New Request Status	Approved
Status Date	05/11/2000	Requester	TONY SWANN
Assigned	TONY SWANN		
<input type="button" value="Submit"/> <input type="button" value="Clear"/>			

Step 12

ACTION

Click on the **New Request Status** drop down box ▾.

RESULT

The list of statuses display.

Queue Status Information			
Request Status	Pending	New Request Status	Approved ▾
Status Date	04/27/2000	Requester	ACCOUNT UAT
Assigned	JAT		
<input type="button" value="Submit"/> <input type="button" value="Clear"/>			

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Step 13

ACTION

Select one of the following new statuses:

- **New** – reassigns the status back to **New** and the request becomes unassigned to the current user.
- **Pending** – Pends the request when further review or research is needed
- **Approved** – information verified and accepted
- **Declined** – transfers account to denied status

RESULT

The selected status displays in the **New Request Status** drop down box ▾.

Transfer Account Queue Search

To perform partial name searches on non numeric fields, enter partial search criteria followed by an asterisk ''.
Ex: Entering 'Jo*' in the Last Name field will find last names such as 'Jones' and 'Johnson'.
Note: Partial searches take longer to complete than exact searches.*

Search For

☐ 'New' Status

☐ 'Pending' Status

☐ 'Approved' Status

☐ 'Declined' Status

Sort By

Follow these steps to send a Two-Stage Transfer Account:

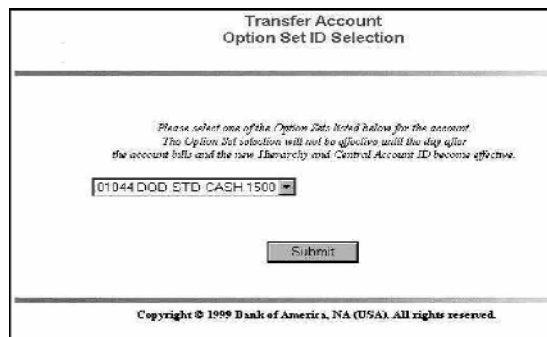
Step 14

ACTION

Click on **Approved** to accept the transfer request.

RESULT

The **Transfer Account Option Set ID Selection** screen displays.



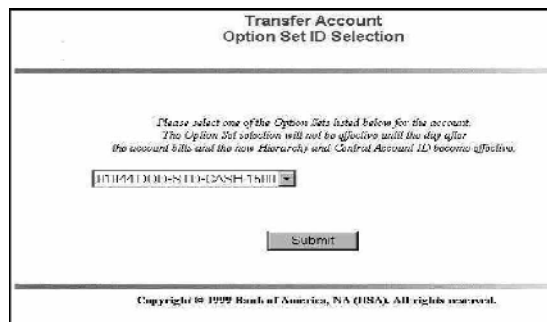
Step 15

ACTION

Select an option set ID for the account from the drop down box ▾.

RESULT

The selected option set ID displays for the account.



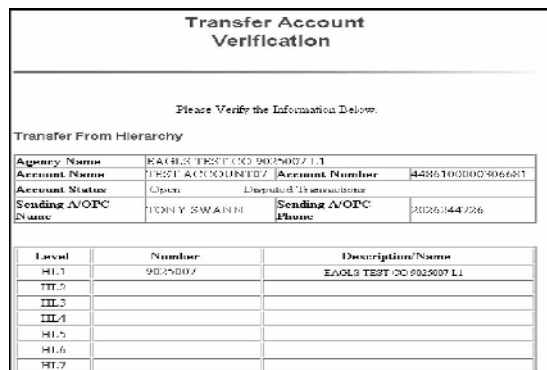
Step 16

ACTION

Click **Submit**.

RESULT

The **Transfer Account Verification** screen displays.



Agency Name	EAGLS TEST CO 9025007 LL	
Account Name	TEST ACCOUNTED/	Account Number 4426100000406681
Account Status	Open	Disputed Transactions
Sending A/VOP Name	TONY SWANN	Sending A/VOP Phone 2026344726

Level	Number	Description/Name
HIL1	9025007	EAGLS TEST CO 9025007 LL
HIL2		
HIL3		
HIL4		
HIL5		
HIL6		
HIL7		

Step 17

ACTION

Click **OK**.

RESULT

The **Transfer Account Queue Search** screen displays.



To perform partial name searches on non numeric fields, enter partial search criteria followed by an asterisk ().
 Ex: Keying 'Jo*' in the Last Name field will find last names such as Jones and Johnson.
 Note: Partial searches take longer to complete than exact searches.*

Search For

☐ New Status
☐ Pending Status
☐ Approved Status
☐ Disputed Status

Sort By: **Account Name**

Search By

☐ Account Number
☐ Last Name
☐ Optional Criteria with Last Name:
 First Name:
 Suffix/Partial Credit:

Maintenance

Using the Maintenance Function

Overview

The **Maintenance** function allows you to perform daily tasks like processing account holder requests for credit limit changes, ordering traveler's and convenience checks, and replacing a card. Most of the Maintenance performed for Individual Accounts will be performed through the **Account Inquiry/Maintenance** function (Refer to Account Inquiry/Maintenance: Individual Accounts). However, there are additional functions for individual accounts as well as centrally billed accounts that you will perform through this Maintenance function.

In this chapter you will learn

How to:

- Identify and describe the Maintenance Main Menu function
- Activate accounts
- Maintain credit limit on CBAs
- Request replacement cards
- Order convenience checks
- Order traveler's checks
- Access and process queued requests

Lesson 1: Activating an Account

Lesson 2: Activating Multiple Accounts

Lesson 3: Increasing and decreasing Credit Limits

Lesson 4: Requesting a Replacement Card

Lesson 5: Ordering Convenience Checks on CBA accounts

Lesson 6: Ordering Traveler's Checks

Lesson 7: Updating Accounting Center Information

Lesson 8: Accessing and Processing Queued Requests

Lesson 9: Accessing and Processing Queued Credit Limit Change Requests

Lesson 10: Accessing and Processing Transfer Transaction Requests

Lesson 11: Accessing and Processing Queued Transfer Account Requests

Benefits and advantages

- Performing online account maintenance through EAGLS saves time and eliminates costly paperwork.

Lesson 1 *Activating an Account*

Description

The **Account Activation** function allows you and the account holder to activate a new or reissued account online and to confirm receipt of the card. The account will have an inactive account status and cannot be used until it is activated.

What you will need before you begin

- An account number

In this lesson you will learn

- How to activate an account for immediate use and confirm receipt of the card

Situations where you may use this function

- One of your account holders has received his/her card and you need to activate the card for use

The screens you will use in this lesson

- Account Activation Search
- Account Activation
- Account Activation Confirmation

Available hyperlinks

Not applicable



What You Need to Know:

- The account will have an inactive account status and cannot be used until it is activated.
- Cards issued internationally do not need to be activated via EAGLS or GCSU and may be used immediately.
- If the account has already been activated, an error message will display to explain that the account is already active.
- The **Account Activation** function is not for temporary activation or deactivation of cards. You will need to use the Account Inquiry/Maintenance screen for temporary activation or deactivation of an account. Account holders may use the Account Activation function to activate their own accounts.

Key Terms

Active Account	An open account that has been activated and is available for use.
AO/RO	Approving Official/ Reviewing Official. These are roles that allow an EAGLS user to review specific transaction data. The roles are restricted from maintaining accounts.
Inactive Account	Open account that has not been activated and is not available for use.
Status	An indicator identifying an account as opened or closed. The account status indicates if the account may be used for future transactions. The Opened status may also show a level of delinquency notation. The Closed status will also show a closure reason notation.

Follow these steps to activate an account:

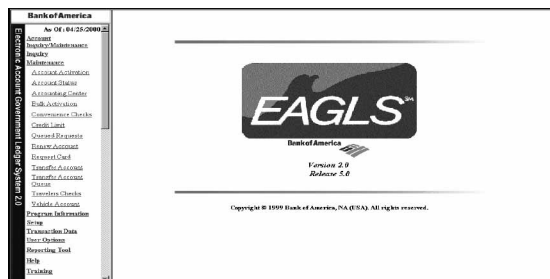
Step 1

ACTION

Click on **Maintenance**, from the **Main Menu**.

RESULT

The available functions within **Maintenance** display.



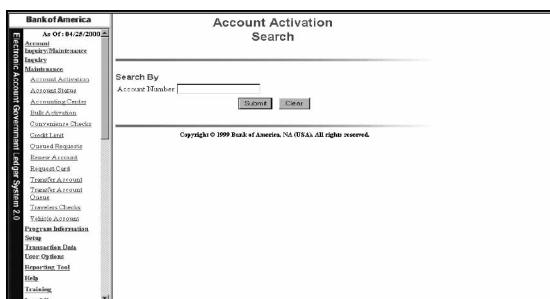
Step 2

ACTION

Click on **Account Activation**.

RESULT

The **Account Activation Search** screen displays.



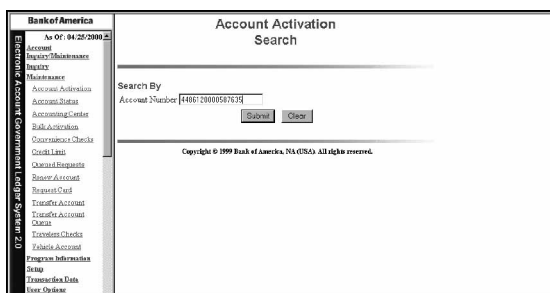
Step 3

ACTION

Click in the **Account Number** field and type the account number that is on the new or reissued card.

RESULT

The account number appears.



Step 4

ACTION

Click **Submit**.

RESULT

The **Account Activation** screen displays.



Follow these steps to activate an account:

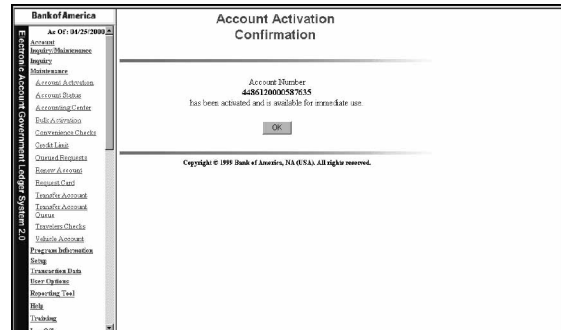
Step 5

ACTION

Verify that the information is correct and click **Submit**.

RESULT

The **Account Activation Confirmation** screen displays.



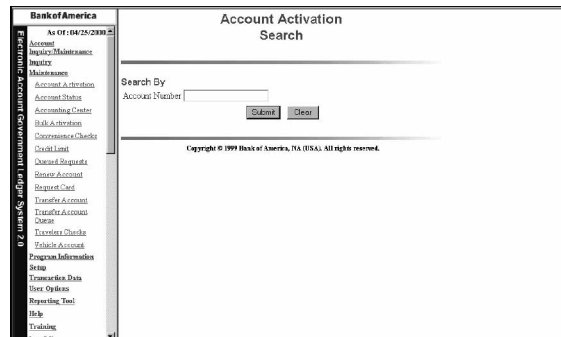
Step 6

ACTION

Click **OK**.

RESULT

The **Account Activation Search** screen displays.



Lesson 2 *Activating Multiple Accounts*

Description

The **Bulk Activation** function allows you to activate multiple accounts, such as a batch of new cards. To activate a single account, you will use the **Account Activation** function.

What you will need before you begin

- A date range to establish search parameters
- Hierarchy Level within your span of control

In this lesson you will learn

- How to activate multiple accounts for immediate use such as a batch of new and/or reissued cards

Situations where you may use this function

- A group within your hierarchy receives a card at the same time and you would like to activate the entire group at once

The screens you will use in this lesson

- Bulk Account Activation Search
- Bulk Account Activation Search Results
- Bulk Account Activation Verification
- Bulk Account Activation Confirmation

Available hyperlinks

Not applicable



What You Need to Know:

- New and reissued cards will have an inactive account status and cannot be used until activated.
- Cards issued internationally will not display on this screen because they do not need to be activated via EAGLS or GCSU and maybe used immediately.
- An activation status will display on the confirmation screen. It will read "successful" or "unsuccessful."

Key Terms

Bulk Activation	A function within EAGLS that allows an A/OPC to perform the initial activation of multiple accounts within his/ her span of control.
Date Range search	A period of time used as search criteria for transaction information. The dates are entered in MM/DD/YYYY format.

Follow these steps to activate multiple accounts:

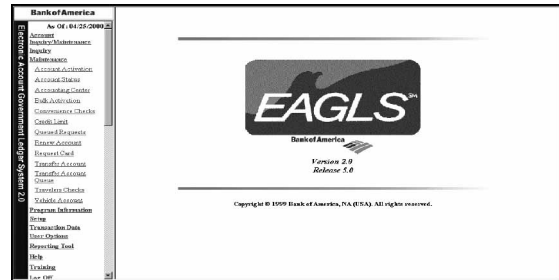
Step 1

ACTION

Click on **Maintenance**, from the **Main Menu**.

RESULT

The available functions within **Maintenance** display.



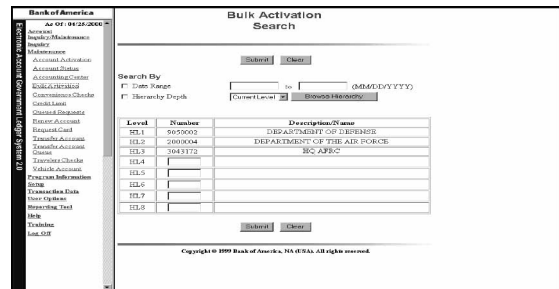
Step 2

ACTION

Click on **Bulk Activation**.

RESULT

The **Bulk Activation Search** screen displays.



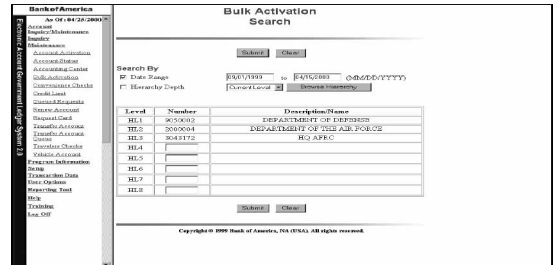
Step 3

ACTION

Click on the **Date Range** field, and type in the dates for which the search is requested in the format of MM/DD/YYYY.

RESULT

The date range displays.



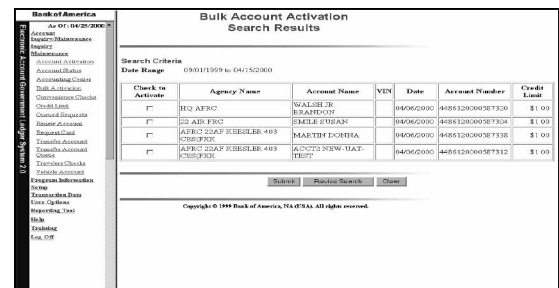
Step 4

ACTION

Click **Submit**.

RESULT

The **Bulk Account Activation Search Results** screen displays.



Follow these steps to activate multiple accounts:

Step 5

ACTION

Click on the **Check to Activate** box to indicate the accounts you want to activate.

RESULT

A checkmark displays next to every account selected.

Check to Activate	Agency Name	Account Name	VIN	Date	Account Number	Credit Limit
<input checked="" type="checkbox"/>	DC AFPC	WALSH, BRANTON		04/06/2000	4485120000587320	\$1.00
<input checked="" type="checkbox"/>	DC AFPC	SMITH, JUDITH		04/06/2000	4485120000587304	\$1.00
<input checked="" type="checkbox"/>	AFPC 22AF EISELE, 403	MARTIN, DONNA		04/06/2000	4485120000587339	\$1.00

Step 6

ACTION

Click on **Submit**.

RESULT

The **Bulk Account Activation Verification** screen displays.

Agency Name	Account Name	VIN/Date	Account Number	Credit Limit
DC AFPC	WALSH, BRANTON	04/06/2000	4485120000587320	\$1.00
AFPC 22AF EISELE, 403	MARTIN, DONNA	04/06/2000	4485120000587339	\$1.00

Step 7

ACTION

Verify that all information is correct and click **OK**.

RESULT

The **Bulk Account Activation Confirmation** screen displays.

Account Number	Activation
4485120000587320	Successful
4485120000587339	Successful

Step 8

ACTION

Click **OK**.

RESULT

The **Bulk Account Activation Search** screen displays.

Level	Number	Description/Name
HL1	920002	DEPARTMENT OF DEFENSE
HL2	200008	DEPARTMENT OF THE AIR FORCE
HL3	3003172	AFPC

Lesson 3 *Increasing or Decreasing Credit Limits*

Description

Increasing or decreasing **Credit Limits** allows you to change the credit limit on individual accounts.

***Note:** To change the credit limit on an Individual Account, you can also choose the **Account Inquiry/Maintenance** option.*

What you will need before you begin

- An individual account number
or
- Hierarchy Level within your span of control

In this lesson you will learn

- How to increase or decrease credit limits on vehicle-assigned fleet accounts or individual accounts

Situations where you may use this function

- An account you manage requires a modification to the credit limit.

The screens you will use in this lesson

- Credit Limit Maintenance Search
- Credit Limit Maintenance
- Credit Limit Maintenance Verification
- Credit Limit Maintenance Confirmation

Available hyperlinks

Not applicable



What You Need to Know:

- You can not increase the credit limit on an account if the proposed increase causes the sum of all accounts to exceed the Central Account limit.

Key Terms

Aggregate Credit Sum The total outstanding debt of your agency.

Follow these steps to increase or decrease a credit limit:

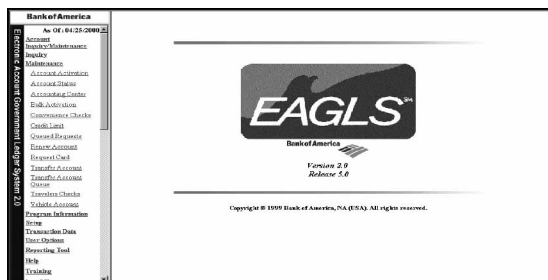
Step 1

ACTION

Click on **Maintenance**, from the **Main Menu**.

RESULT

The available functions within **Maintenance** display.



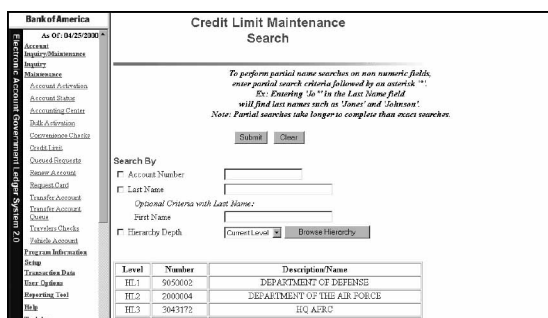
Step 2

ACTION

Click on **Credit Limit**.

RESULT

The **Credit Limit Maintenance Search** screen displays.



Step 3

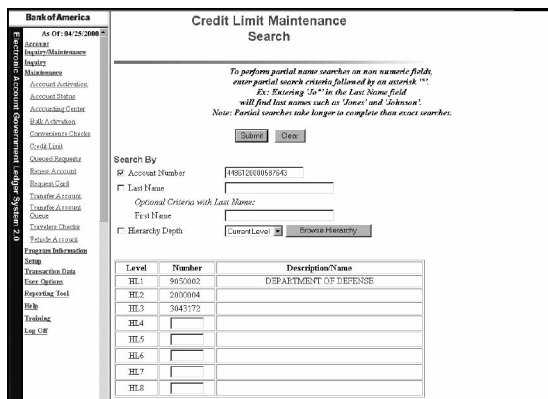
ACTION

Click on one of the following **Search By** options:

- **Account Number**
- **Last name/First name**
- **Hierarchy Depth**

RESULT

The selected **Search By** criteria displays.



***Note:** When using the other **Search By** options, multiple search results may display. Click on the account number of the account you want to access.*

Follow these steps to increase or decrease a credit limit:

Step 4

ACTION

Click **Submit**.

RESULT

The **Credit Limit Maintenance** screen displays.

Level	Number	Description/Name
HL1	9990002	DEPARTMENT OF DEFENSE
HL2	2000004	DEPARTMENT OF THE AIR FORCE
HL3	3043172	HQ AFPC
HL4		
HL5		
HL6		
HL7		
HL8		

Step 5

ACTION

Click on the **New Credit Limit** field and type in the new credit limit.

Note: When you enter the dollar amount do not use dollar signs, decimals, or commas.

RESULT

The new credit limit displays.

Level	Number	Description/Name
HL1	9990002	DEPARTMENT OF DEFENSE
HL2	2000004	DEPARTMENT OF THE AIR FORCE
HL3	3043172	HQ AFPC
HL4		
HL5		
HL6		
HL7		
HL8		

Account Name	WAT DOD AF TEST ACCOUNT1202
Agency Name	HQ AFPC
Central Account Credit Limit	\$1,000,000.00
Account Number	4436120000527643
Central Account ID	9050012
Aggregate Credit Sum	\$2,500.00
Existing Credit Limit	\$2,500.00
New Credit Limit	3000

Step 6

ACTION

Click **Submit**.

RESULT

The **Credit Limit Maintenance Verification** screen displays.

Your Credit Limit will be changed to \$3,000.00

Account Name	WAT DOD AF TEST ACCOUNT1202
Account Number	4436120000527643
Agency Name	HQ AFPC

OK Cancel

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Follow these steps to increase or decrease a credit limit:

Step 7

ACTION

Verify that all information is correct and click **OK**.

RESULT

The **Credit Limit Maintenance Confirmation** screen displays.

Note: The information is sent to GCSU for processing.

Step 8

ACTION

Click **OK**.

RESULT

The **Credit Limit Maintenance Search** screen displays.

Level	Number	Description/Name
1	505002	DEPARTMENT OF DEFENSE
2	2000004	DEPARTMENT OF THE AIR FORCE
3	3643172	HQ AFPC
4		
5		
6		
7		
8		

Lesson 4 *Requesting a Replacement Card***Description**

The **Request Card** function allows you to request a replacement card for account holders. You should only request a replacement card if the card is unusable due to damage to the magnetic strip or card plastic. In the event an account holder's card is lost or stolen, you should call GCSU immediately. GCSU will issue a new card and new account number.

What you will need before you begin

- Account Number
or
- Account Holder Name
or
- Hierarchy Level within your span of control

In this lesson you will learn

- How to request a replacement card

Situations where you may use this function

- A card is unusable due to damage to the magnetic stripe or card plastic

The screens you will use in this lesson

- Request Card Search
- Request Card
- Request Card Verification
- Request Card Confirmation

Available hyperlinks

Not applicable



What You Need to Know:

- You can request one card per account.
 - If a card is lost or stolen, you must contact the GCSU immediately. In these situations, a new card and new account number will be issued. When a new card and new account number are issued, the account history will transfer to the new card account.
 - Various "Next Day" delivery services do not deliver to P.O. boxes. Be sure to use a street address.
 - Your request for a new card is processed within three days.
 - Delivery Methods:
 - ❖ **USPS** – United States Postal Service 7–10 business days to deliver after request is processed.
 - ❖ **Fast Card** – is overnight delivery once request is processed.
 - ❖ **Commercial Delivery** – 2-3 business days from the time the request is processed.
- (The account holder will not see the Fast Card option displayed when requesting a card online.)

Key Terms

Card Plastic	The physical charge card that you use to purchase goods and services.
Commercial (card delivery option)	Commercial delivery of a replacement card. Cards are delivered within two-to-three business days.
Fast Card (card delivery option)	Overnight delivery of a replacement plastic. The card request must be processed prior to 3 PM Eastern Time.
Magnetic Strip	The strip on the back of your charge card that contains magnetically encoded information related to your account.
USPS (card delivery option)	United States Postal Service. A delivery option for a replacement card that takes seven-to-ten business days to deliver.

Follow these steps to request a Replacement Card:

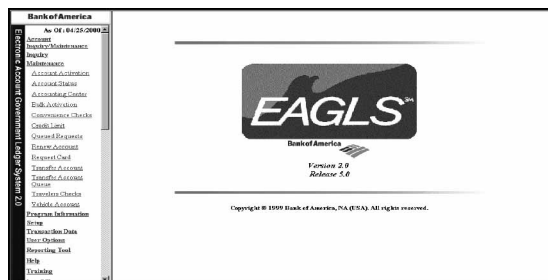
Step 1

ACTION

Click on **Maintenance**, from the **Main Menu**.

RESULT

The available functions within **Maintenance** display.



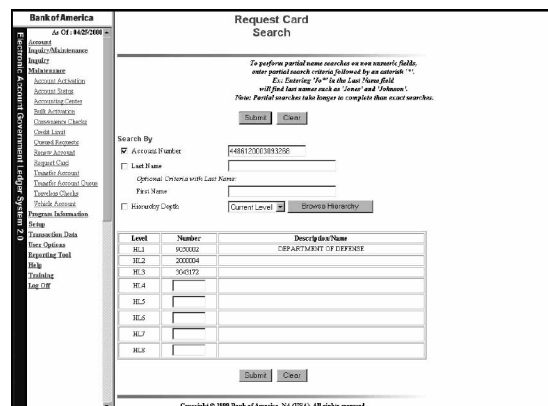
Step 2

ACTION

Click on **Request Card**.

RESULT

The **Request Card Search** screen displays.



Step 3

ACTION

Click on the **Search By** option and type in the criteria:

- **Account Number**
- **Last Name / First Name**
(Name must match exactly as it is on account/card.)
- **Hierarchy Depth**

RESULT

The selected **Search By** criteria displays.

***Note:** When using the other **Search By** options, multiple search results may display. Click on the account number of the account you want to access.*

Follow these steps to request a Replacement Card:

Step 4

ACTION

Click **Submit**.

RESULT

The **Request Card** screen displays.

Step 5

ACTION

Click on the **Send Card to Alternative Address** box and complete the fields in the **Alternative Address** section, if you want the card to be mailed to a different address.

RESULT

The edited fields display.

Step 6

ACTION

Click on the **Delivery Method** field and from the drop down box ▼, select the desired method of delivery.

RESULT

The selected delivery method displays.

Delivery Methods:

- **USPS** – United States Postal Service
7–10 business days to deliver from the time the request is processed.
- **Fast Card** – is overnight delivery once request is processed.
- **Commercial** – 2-3 business days from the time the request is processed.

Follow these steps to request a Replacement Card:

Step 7

ACTION

Click **Submit**.

RESULT

The **Request Card Verification** screen displays.

Step 8

ACTION

Verify that all information is correct and click **OK**.

RESULT

The **Request Card Confirmation** screen displays.

Step 9

ACTION

Click **OK**.

RESULT

The **Request Card Search** screen displays.

Level	Number	Description/Name
HL1	955000	DEPARTMENT OF DEFENSE
HL2	200004	DEPARTMENT OF THE AIR FORCE
HL3	304072	RQ AFRC
HL4		
HL5		
HL6		
HL7		
HL8		

Lesson 5 *Ordering Convenience Checks on a CBA account*

Description

The **Order Convenience Checks** function allows you to order convenience checks for your purchase card account. Convenience Checks are only used on purchase card accounts and are used for payment to merchants who do not accept credit cards.

What you will need before you begin

- Central Account Number or Hierarchy Level within your span of control

In this lesson you will learn

- How to order convenience checks for your purchase account

Situations where you may use this function

- A merchant or vendor does not accept bank cards for payment

The screens you will use in this lesson

- Order Convenience Checks Search
- Order Convenience Checks
- Order Convenience Checks Verification
- Order Convenience Checks Confirmation

Available hyperlinks

Not applicable



What You Need to Know:

- The **Order Convenience Checks** screen allows you to order packs of 3, 20, or 50 convenience checks.
- You will have access to this screen only if convenience check usage is accepted by your agency.
- If you have access to multiple Purchase Card accounts, you can order checks for another account.
- To obtain checks within 24–48 hours, please call Bank of America GCSU. If ordering convenience checks via EAGLS, allow up to 7 to 10 business days for delivery.
- Convenience checks can be ordered on an account in suspension status. However, they cannot be used until the account is removed from the suspension status.

Key Terms

Convenience Check A paper check that is accepted by a merchant as a cash payment. The transaction is then deducted from the charge card as a cash advance.

Follow these steps to order Convenience Checks:

Step 4

ACTION

Click **Submit**.

RESULT

The **Order Convenience Checks** screen displays.

Level	Number	Description/Name
HL-1	905000	DEPARTMENT OF DEFENSE
HL-2	905000	DEPARTMENT OF THE AIR FORCE
HL-3	3043172	HQ AFPC
HL-4		
HL-5		
HL-6		
HL-7		
HL-8		

Account Name: JONATHAN BROWN
 Account Number: 4440120000000000
 Agency Name: HQ AFPC
 Agency ID: 905000
 Number of Checks: 7

Buttons: Submit, Cancel

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Step 5

ACTION

Click on the **Number of Checks** drop down box ▼ and select the number of checks you want to order.

RESULT

The number of checks ordered displays.

Step 6

ACTION

Click **Submit**.

Note: You may click on **Clear** to return to the **Order Convenience Checks** screen to modify your order.

RESULT

The **Order Convenience Checks Verification** screen displays.

Please verify that the information you have entered for 4440120000000000 is correct.

Level	Number	Description/Name
HL-1	905000	DEPARTMENT OF DEFENSE
HL-2	3043172	DEPARTMENT OF THE AIR FORCE
HL-3	3043172	HQ AFPC
HL-4		
HL-5		
HL-6		
HL-7		
HL-8		

Account Name: JONATHAN BROWN
 Account Number: 4440120000000000
 Agency Name: HQ AFPC
 Agency ID: 905000
 Number of Checks: 7

Buttons: OK, Cancel

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Step 7

ACTION

Verify that all information is correct and click **OK**.

RESULT

The **Order Convenience Checks Confirmation** screen displays.

3 Convenience Checks will be delivered in 9 business days.

Buttons: OK

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Follow these steps to order Convenience Checks:

Step 8

ACTION

Click **OK**.

RESULT

The **Convenience Checks Search** screen displays.

Bank of America
As Of: 04/25/2004

Convenience Checks Search

To perform partial name searches on new number fields, enter partial search criteria followed by an asterisk (*).
For example: "123456789" in the Last Name field will find last names such as: Jones* and Johnson*.
Note: Partial searches take longer to complete than exact searches.

Search By:
☐ Account Number
☐ Last Name
☐ First Name
☐ Hierarchical Depth

Optional Criteria with Last Name:
 Current Level: Select Hierarchical

Level	Number	Description/Name
HL1	000002	DEPARTMENT OF DEFENSE
HL2	200004	DEPARTMENT OF THE AIR FORCE
HL3	300010	MC AFRC
HL4		
HL5		
HL6		
HL7		
HL8		

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Lesson 6 *Ordering Traveler's Checks*

Description

The **Order Traveler's Checks** function allows you to order traveler's checks for Centrally Billed Accounts (CBA). You will be able to choose the denomination, number of checks in a book and the quantity of checks. Account holders who have access to EAGLS will be able to order traveler's checks online within agency-designated limits.

What you will need before you begin

- Central Account Number
or
- Hierarchy Level within your span of control

In this lesson you will learn

- How to order traveler's checks for centrally billed accounts

Situations where you may use this function

- When you are traveling and might encounter merchants who do not accept bank cards

The screens you will use in this lesson

- Order Traveler's Checks Search
- Order Traveler's Checks

Available hyperlinks

Not applicable

What You Need to Know:



- You will have access to this screen only if your agency approves usage of traveler's checks and the Agency-Held Inventory has an indicator of "No" on the **Agency Profile** screen.
- Once the request is completed, it will be queued to Bank of America GCSU for processing.
- You may check the status of the request by using the **Queued Requests** function within the **Maintenance** section.
- EAGLS will compute the total value of each pack type and the total amount for the order.
- Account holders who have access to EAGLS will be able to order traveler's checks online within agency-designated limits.
- To order Traveler's Checks for Individual Accounts, choose the **Account Inquiry/Maintenance** function.

Key Terms

Brick

A prepackaged set of traveler's checks ordered in bulk.

Traveler's Checks

A paper check that has drawn a specific cash value from a charge card. The Traveler's check may be redeemed at any authorized merchant for that specific cash value.

Follow these steps to order Traveler's Checks:

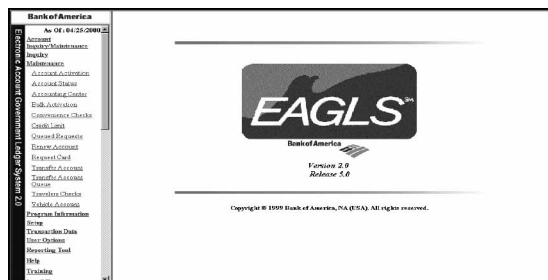
Step 1

ACTION

Click on **Maintenance**, from the **EAGLS Main Menu**.

RESULT

The available functions within **Maintenance** display.



Step 2

ACTION

Click on **Traveler's Checks**.

RESULT

The **Order Traveler's Checks Search** screen displays.

Order Travelers Checks Search

Search By
☐ Account Number
☒ Hierarchy Depth

Level	Number	Description/Name
HL1	9025007	EAGLS TEST CO 9025007 L1
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Step 3

ACTION

Click on the **Search By** option and type in the criteria:

- **Account Number**
- **Hierarchy Depth**

RESULT

The selected **Search By** criteria displays.

***Note:** When using the other **Search By** options, multiple search results may display. Click on the account number of the account you want to access.*

Order Travelers Checks Search

Search By
☐ Account Number
☒ Hierarchy Depth

Level	Number	Description/Name
HL1	9025007	EAGLS TEST CO 9025007 L1
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Follow these steps to order Traveler's Checks:

Step 4

ACTION

Click **Submit**.

RESULT

The **Order Traveler's Checks** screen displays.

Order Travelers Checks	
Travelers Checks Order Form	
Thomas Cook Agent Code	

Step 5

ACTION

Type Thomas Cook Agent code in the **Thomas Cook Agent Code** field.

RESULT

The Thomas Cook Agent code will display.

Order Travelers Checks	
Travelers Checks Order Form	
Thomas Cook Agent Code	123456
Requesters Information	
Agency Name	EAGLS TEST CO 9025007 L1
Account Number	4486100000306699
Date of Order	04/27/2000
Time of Order	15:33:28
Last Name	ACCOUNT 07
First Name	TEST
Work Phone	757-441-4151

Step 6

ACTION

Type requester work phone number in the **Work Phone Number** field.

RESULT

The requester work phone number displays.

Requesters Information	
Agency Name	EAGLS TEST CO 9025007 L1
Account Number	4486100000306699
Date of Order	04/27/2000
Time of Order	15:33:28
Last Name	ACCOUNT 07
First Name	TEST
Work Phone	757-441-4151

Step 7

ACTION

Type the addresses where the Traveler's checks are to be mailed in the **Address Information** field.

RESULT

The account holder **Address Information** displays.

Address Information	
Address 1	1 Commercial Pl
Address 2	13th Floor
City	Norfolk
State	VA
Country	USA
Zip	23510

Follow these steps to order Traveler's Checks:

Step 8

ACTION

Type the number of packs you want to order in the appropriate fields.

RESULT

The requested quantity and value displays.

Travelers Checks Details				
US DOLLARS				
Denomination	# in Book	# in Brick	Quantity	Value
\$20	5	100	1	\$10,000.00
\$20	10	200	0	0
\$50	3	60	0	\$15,000.00
\$50	5	50	0	0
\$50	10	100	0	0
\$100	3	30	0	0
\$100	5	50	0	0
\$100	10	100	0	0
\$500	3	15	0	\$67,500.00
\$20	Loose	10	0	0
\$50	Loose	10	0	0
\$100	Loose	10	0	0
\$500	Loose	5	0	0
\$1000	Loose	5	0	0
TOTAL				\$95,500.00

Step 9

ACTION

Click **Submit**.

RESULT

The **Order Traveler's Checks Verification** screen displays.

Order Travelers Checks Verification

Please verify your Travelers Checks Order

Thomas Cook Agent Code 123456

Requesters Information

Agency Name	EAGLS TEST CO 9025007 L1
Account Number	4486100000306632
Date of Order	05/09/2000
Time of Order	13:22:24

Last Name SWANN
First Name TONY
Work Phone 2026244444

Address Information

Address 1	18TH AND R
Address 2	
City	WASHINGTON

Step 10

ACTION

Click **OK**.

RESULT

The **Order Traveler's Checks Confirmation** screen displays.

Order Travelers Checks Confirmation

Your Travelers Checks order has been requested.

OK

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Step 11

ACTION

Click **OK**.

RESULT

The **Order Traveler's Checks Search** screen displays.

Order Travelers Checks Search

Submit **Clear**

Search By

☐ Account Number

☒ Hierarchy Depth **Current Level** **Browse Hierarchy**

Level	Number	Description/Name
HL1	9025007	EAGLS TEST CO 9025007 L1
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Submit **Clear**

Lesson 7 *Updating Accounting Center Information*

Description

The **Accounting Center Maintenance** function allows you to maintain accounting center information for your agency's accounting centers. This function is agency dependant.

What you will need before you begin

- Accounting Center Name
or
- Agency Name
or
- Hierarchy Level within your span of control

In this lesson you will learn

- How to:
- Update or modify accounting center information related to cost allocation for all hierarchy levels within your span of control.
 - Maintain Accounting Code Segments and segment descriptions, Priority Rules, Valid Values, and MCC Default Accounting Codes.

Situations where you may use this function

- The name or location of your accounting center changes

The screens you will use in this lesson

- Accounting Center Maintenance Search
- Accounting Center Maintenance Search Results
- Accounting Center Maintenance Main Form
- Accounting Center Maintenance Segment Description
- Accounting Center Maintenance Valid Values
- Accounting Center Maintenance Confirmation
- Accounting Center Maintenance Segmented Comments
- MCC Default Accounting Code Search
- MCC Default Accounting Code

Available hyperlinks

- Accounting Center Information
- MCC Default Accounting Code



What You Need to Know:

- Agencies may choose to elect a designated A/OPC to maintain and set up accounting center information for Cost Allocation. These A/OPCs are usually at a hierarchy level where the setup and maintenance can affect multiple hierarchy levels below.
- Designated A/OPCs can maintain accounting codes within an accounting center at all levels of the hierarchy.
- Designated A/OPCs can change the required or optional status of the accounting code segments. When performing Cost Allocation, optional segments can be left blank, but required accounting code segments must be completed.
- Designated A/OPCs can change the format of comments associated with Cost Allocation. Comments may be changed from Free Form Comments to Segmented Comments or vice versa.
- Designated A/OPCs can change the option regarding multiple reallocations. Agencies can specify whether or not to allow reallocation of transactions after the initial Agency Accounting System file has been submitted with the first reallocation.

Key Terms

Not applicable

Follow these steps to update or modify Accounting Center information:

Step 1

ACTION

Click on **Accounting Center** from the **Maintenance Main Menu**.

RESULT

The **Accounting Center Maintenance Search** screen displays.

Level	Number	Description/Name
HL1		
HL2		
HL3		
HL4		
HL5		

Step 2

ACTION

Click on a **Search By** option and type the search criteria:

- **Accounting Center ID**
- **Accounting Center Name**
- **Agency Name**
- **Hierarchy Depth**

RESULT

The selected **Search By** criteria displays.

Level	Number	Description/Name
HL1	100000	DEPARTMENT OF THE INTERIOR
HL2	000000	BUREAU OF RECLAMATION
HL3	000000	BUREAU OF RECLAMATION
HL4	000000	BUREAU OF RECLAMATION
HL5	000000	BUREAU OF RECLAMATION

Step 3

ACTION

Click **Submit**.

RESULT

The **Accounting Center Maintenance Search Results** screen displays when the search returns multiple results. Go to **Step 4**.

The **Accounting Center Maintenance Main Form** screen displays when a single result is returned. Go to **Step 5**.

Level	Number	Description/Name
HL1	100000	DEPARTMENT OF THE INTERIOR
HL2	000000	BUREAU OF RECLAMATION
HL3	000000	BUREAU OF RECLAMATION
HL4	000000	BUREAU OF RECLAMATION
HL5	000000	BUREAU OF RECLAMATION
HL6	000000	BUREAU OF RECLAMATION
HL7	000000	BUREAU OF RECLAMATION
HL8	000000	BUREAU OF RECLAMATION

Follow these steps to update or modify Accounting Center information:

Step 4

ACTION

Click on the appropriate Agency's **Accounting Center ID** field to hyperlink to the **Accounting Center Maintenance Main Form** screen.

RESULT

The **Accounting Center Maintenance Main Form** screen displays.

Step 5

ACTION

Click in the **Hierarchy Number** fields and type the appropriate hierarchy.

RESULT

Edited hierarchy information displays.

Step 6

ACTION

Fill in the following fields, using the drop down box ▼, to edit the **Priority Rules** section:

- **Central Account**
- **Account Holder**
- **MCC**

Note: The value (1, 2, or 3) selected in the drop down menu must be unique among the three default codes.

RESULT

Edited priority rules display.

Follow these steps to update or modify Accounting Center information:

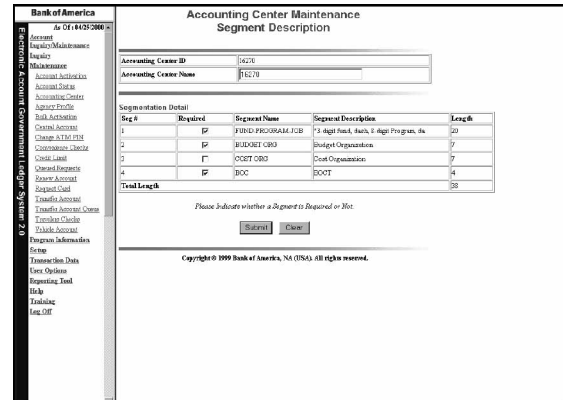
Step 7

ACTION

Click **Submit**.

RESULT

The **Accounting Center Maintenance Segment Description** screen displays.



Seg #	Required	Segment Name	Segment Description	Length
1	Y	FUND PROGRAM FCB	Fund Fund, Acct, F. Acct Program, Ac	23
2	Y	BUDGET CBO	Budget Organization	7
3	Y	JOINT CBO	Joint Organization	7
4	Y	JOINT CBO	Joint	4
Total Length				38

Follow these steps to Update Accounting Center information:
Segment descriptions:

Step 1

ACTION

Type a name in the **Accounting Center Name** field if it is blank or if this field needs to be edited.

RESULT

A name displays in the **Accounting Center Name** field.

Seg #	Required	Segment Name	Segment Description	Length
1	<input checked="" type="checkbox"/>	Monthly	Monthly	18
2	<input checked="" type="checkbox"/>	Quarterly	Quarterly	3
3	<input checked="" type="checkbox"/>	Yearly	Yearly	18
Total Length				39

Step 2

ACTION

Tab to the **Segmentation Detail** section and click in the **Required** status check box to un-check this field.

Note: ALL segments default as Required.

RESULT

The **Required** status check box displays a check if the segment is required and displays blank if the segment is not required.

Seg #	Required	Segment Name	Segment Description	Length
1	<input checked="" type="checkbox"/>	MONTHLY PROGRAM / JOB	12 digit Field, 4 digit, 1 digit Program, 4	20
2	<input checked="" type="checkbox"/>	QUARTERLY CIRC	2 digit Organization	2
3	<input checked="" type="checkbox"/>	YEARLY CIRC	2 digit Organization	2
Total Length				24

Step 3

ACTION

Click **Submit**.

RESULT

The **Accounting Center Maintenance Valid Values** screen displays.

Level	Number	Description/Name
REL	000001	DEPARTMENT OF THE INTERIOR
REL	000002	BUREAU OF RECLAMATION
REL	000003	BUREAU OF LAND MANAGEMENT
REL	000004	BUREAU OF MINERAL INDUSTRIES
REL	000005	BUREAU OF GEOLOGICAL SURVEY
REL	000006	BUREAU OF MINING
REL	000007	BUREAU OF MINERAL RESOURCES
REL	000008	BUREAU OF MINERAL RESOURCES
REL	000009	BUREAU OF MINERAL RESOURCES
REL	000010	BUREAU OF MINERAL RESOURCES

Follow these steps to Update Accounting Center information: Deleting Valid Values:

Step 1

ACTION

Select the **Segment Name** from the drop down box ☐ to delete a valid value from a segment.

RESULT

The selected segment name displays.

Bank of America
Accounting Center Maintenance
Valid Values

Accounting Center ID: 10146
Accounting Center Name: CENTRAL OFFICE

Level	Number	Description/Name
RL1	900000	DEPARTMENT OF THE INTERIOR
RL2		
RL3		
RL4		
RL5		
RL6		
RL7		
RL8		

Segment Information
Segment Name: DEPARTMENT OF THE INTERIOR
Segment Description: DEPARTMENT OF THE INTERIOR

Valid Values
44 (Vigilant)
45 (Vigilant)
46 (Vigilant)

Delete Values

Note: To select multiple items for deletion, use the SHIFT key or the CTRL key while selecting items. The SHIFT key will allow you to highlight a group of consecutive items by selecting the first and last items in the group that you want to delete. The CTRL key will allow you to select multiple items by holding down the CTRL key and selecting each individual item you want to delete. Please select no more than 10 items at a time for deletion.

Step 2

ACTION

Select the values to be deleted from the **Add Valid Values** table.

Note: You can delete up to 10 valid values and descriptions at one time

RESULT

The selected values are highlighted.

Bank of America
Accounting Center Maintenance
Valid Values

Accounting Center ID: 10146
Accounting Center Name: CENTRAL OFFICE

Level	Number	Description/Name
RL1	900000	DEPARTMENT OF THE INTERIOR
RL2		
RL3		
RL4		
RL5		
RL6		
RL7		
RL8		

Segment Information
Segment Name: DEPARTMENT OF THE INTERIOR
Segment Description: DEPARTMENT OF THE INTERIOR

Valid Values
44 (Vigilant)
45 (Vigilant)
46 (Vigilant)

Delete Values

Note: To select multiple items for deletion, use the SHIFT key or the CTRL key while selecting items. The SHIFT key will allow you to highlight a group of consecutive items by selecting the first and last items in the group that you want to delete. The CTRL key will allow you to select multiple items by holding down the CTRL key and selecting each individual item you want to delete. Please select no more than 10 items at a time for deletion.

Step 3

ACTION

Click **Delete Values**.

RESULT

The screen is refreshed with the selected values deleted.

A pop-up screen displays a message warning that if values are deleted, they will no longer be valid when performing cost allocation or accounting center setup and maintenance.

Bank of America
Accounting Center Maintenance
Valid Values

Accounting Center ID: 10146
Accounting Center Name: CENTRAL OFFICE

Level	Number	Description/Name
RL1	900000	DEPARTMENT OF THE INTERIOR
RL2		
RL3		
RL4		
RL5		
RL6		
RL7		
RL8		

Segment Information
Segment Name: DEPARTMENT OF THE INTERIOR
Segment Description: DEPARTMENT OF THE INTERIOR

Valid Values
44 (Vigilant)
45 (Vigilant)
46 (Vigilant)

Delete Values

Note: To select multiple items for deletion, use the SHIFT key or the CTRL key while selecting items. The SHIFT key will allow you to highlight a group of consecutive items by selecting the first and last items in the group that you want to delete. The CTRL key will allow you to select multiple items by holding down the CTRL key and selecting each individual item you want to delete. Please select no more than 10 items at a time for deletion.

Follow these steps to Update Accounting Center information: Deleting Valid Values:

Step 4

ACTION

Click **OK** to continue with the deletion of the values.

RESULT

The Accounting Center Maintenance Valid Values screen displays.

- If **OK** was selected, the values are deleted from the **Valid Values** table.

Note: You can not add and delete values at the same time.

Bank of America
OF 01/08/2000

Accounting Center Maintenance
Valid Values

Hierarchy Information
Accounting Center ID: 0000
Accounting Center Name: CENTRAL OFFICE

Level	Function	Description Name
01.1	000000	DEPARTMENT OF THE INTERIOR
01.2		
01.3		
01.4		
01.5		
01.6		
01.7		
01.8		

Segment Information
Segment Name: 0000
Segment Description: 0000

Valid Values
Delete Values

Note: To select multiple rows for deletion, use the SHIFT key or the CTRL key while clicking a row. The SHIFT key will allow you to highlight a group of consecutive rows by clicking the first and last rows in the group. The CTRL key will allow you to select multiple rows by holding down the CTRL key while clicking each individual row you want to delete. Please select no more than 10 rows at a time for deletion.

*Follow these steps to Update Accounting Center information:
Segmented comments:*

Step 1

ACTION

Scroll down to the **Cost Allocation Setup** section from the **Accounting Center Maintenance Valid Values** screen.

RESULT

The **Cost Allocation** section displays.

Step 2

ACTION

Select comment options to be edited:

- **Free Form Comments**
- **Segmented Comments**
- **Number of Segments**
- **Allow Reallocation after AAS Feed**

*Note: The Number of Segments text box is "read only" unless the user has selected **Segmented Comments** as a new option.*

RESULT

The edited cost allocation information displays.

Step 3

ACTION

Click **Submit**.

RESULT

If **Segmented Comments** was selected as a new option, the **Accounting Center Maintenance Segmented Comments** screen displays. Go to **Step 4**.

If **Segmented Comments** was not selected as a new option, the screen displays as "read only". Go to **Step 5**.

The **Accounting Center Maintenance Confirmation** screen displays if **Free Form Comments** was selected. Go to **Step 6**.

*Follow these steps to Update Accounting Center information:
Segmented comments:*

Step 4

ACTION

Type the data for the **Segment Name** and **Length** fields on the **Accounting Center Maintenance Segmented Comments** screen:

- Segment Name
- Length

RESULT

The typed information displays.

Segment #	Segment Name	Length
1	Months	4
2	State	4
3	City	4
Total Length		12

Step 5

ACTION

Click **Submit**.

RESULT

The **Accounting Center Maintenance Confirmation** screen displays.

Level	Number	Description/Name
1	010000	DEPARTMENT OF THE INTERIOR
2	010001	DEPARTMENT OF THE INTERIOR
3	010002	DEPARTMENT OF THE INTERIOR
4	010003	DEPARTMENT OF THE INTERIOR
5	010004	DEPARTMENT OF THE INTERIOR

Step 6

ACTION

Click **OK** from the **Accounting Center Maintenance Confirmation** screen.

RESULT

The **Accounting Center Maintenance Search** screen displays.

Level	Number	Description/Name
1	010000	DEPARTMENT OF THE INTERIOR
2	010001	DEPARTMENT OF THE INTERIOR
3	010002	DEPARTMENT OF THE INTERIOR
4	010003	DEPARTMENT OF THE INTERIOR
5	010004	DEPARTMENT OF THE INTERIOR

*Follow these steps to Update Accounting Center information:
MCC default accounting code:*

Step 1

ACTION

Click on the **MCC Default Accounting Code** hyperlink to maintain the MCC codes.

RESULT

The **MCC Default Accounting Code Search** screen displays.

Step 2

ACTION

Type the MCC code or the MCC code range to be maintained and click **Submit**.

RESULT

The **MCC Default Accounting Code** screen displays.

Step 3

ACTION

Tab to the **Segment Name** field and, using the drop down box, select the segment name to the dropdown box ▼.

RESULT

The segment name is highlighted.

Step 4

ACTION

Select a value from the **valid Values** list box to be the default value for the current segment and click **Select**. Continue editing the accounting code as needed by repeating **Steps 3 and 4**.

RESULT

The value selected displays in the **Default Accounting Code** field.

*Follow these steps to Update Accounting Center information:
MCC default accounting code:*

Step 5

[illegible]

Lesson 8 *Accessing and Processing Queued Requests*

Description

The **Queued Request** function allows you to access, view, and process queued maintenance requests. Most of the maintenance you perform on EAGLS processes immediately and does not require further action. However, certain maintenance requests you or an account holder may make will queue to GCSU for processing. Some requests made by an account holder will queue to you for processing.

What you will need before you begin

- Accounting Center Name
or
- Agency Name
or
- Hierarchy Level within your span of control

In this lesson you will learn

- How to:
- Access and process queued account holder requests
 - Review the status on the EAGLS Queued Requests screen

Situations where you may use this function

- When an account holder request changes to their account
- To periodically access the queue to approve, modify, or deny account holder requests
- To check the status of authorization control change requests

The screens you will use in this lesson

- Queued Requests Search
- EAGLS Queued Requests

Available hyperlinks

Not applicable



What You Need to Know:

- Underlined functions in the **Queued Request Results** screen hyperlink you to the detail screen.
- An account holder who makes a maintenance request will have "read-only" access to the queue containing his/her request. Account holders will be able to view requests that they have made within the past 30 days.
- The account holder maintenance requests are not complete until you access the **Queue** to review and take action upon the request from the account.
- Once a request is Approved, Approved Modified, or Declined, that request is in a final status. Requests labeled with a final status become "read-only" to all users.
- Once the request has been approved or declined, it will stay in the queue for 30 days. Requests with a new or pending status will stay in queue indefinitely until action has been taken.

Key Terms

Queue

A group of electronic requests that have been compiled by EAGLS. Many of these request are changes done in EAGLS that require the A/OPC to approve or decline.

Follow these steps to Access Queued Requests:

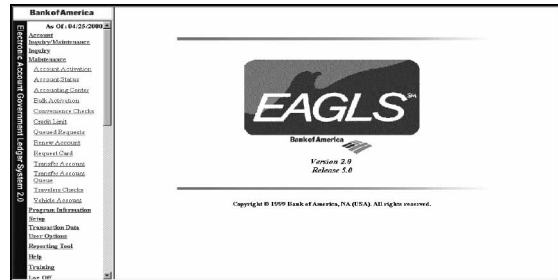
Step 1

ACTION

Click on **Maintenance** from the **Main Menu**.

RESULT

The available functions within **Maintenance** display.



Step 2

ACTION

Click on **Queued Request**.

RESULT

The **Queued Request Search** screen displays.

Level	Number	Description/Name
HL1	900004	DEPARTMENT OF DEFENSE
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Step 3

ACTION

Click on a **Search By** criteria:

- Account Number (default)
- All Requests
- New and Assigned Pending Requests Only
- Hierarchy Depth

RESULT

The selected **Search By** criteria displays.

Follow these steps to Access Queued Requests:

Step 4

ACTION

Click **Submit**.

RESULT

The **EAGLS Queued Requests** screen displays.

EAGLS Queued Requests				
Function	Request Status	Status Date	Account Number	Account Name
<u>Account Information Change</u>	Pending	04/27/2000	4436120001186239	EUGENE BARTON
New User Profile	Approved	04/27/2000		LIL SMACKEY
New User Profile	Approved	03/23/2000		ACCOUNT UAT
<input type="button" value="Revise Search"/>				
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Step 5

ACTION

Click on a request to view the details from the **Function** list.

- Requests that are underlined are not assigned.
- Clicking on an unassigned request will assign the request to you and display the details.
- Requests that have been previously assigned will not be underlined and have "read-only" access unless the request is in the Pending status.
- Credit Limit Change – see Lesson 9.

RESULT

The desired function details display. In this example, the **Account Information Change Request** displays.

Account Information Change Request		
Hierarchy Information		
Program Number 1000000 CSA		
Level	Number	Description/Name
HL1	9030004	DEPARTMENT OF DEFENSE
HL2	2000004	AIR FORCE
HL3	3040554	ANG
HL4	<u>4040555</u>	VT ANG
HL5	5041000	138FW
HL6		
HL7		
HL8		
Agency Information		
Agency Name		138FW

Note: For credit limit change requests, see the next lesson of this chapter.
For transfer transaction requests, see retrieving **Queued Transfer Transaction Requests** (Lesson 10).

Lesson 9 *Accessing & Processing Queued Credit Limit Change Requests*

Description

The **Credit Limit Change Request** function allows you to access, view, and process queued credit limit requests. Your account holders can request credit limit changes, which are placed in a queue and are not complete without your approval.

What you will need before you begin

- Account Number
or
- Account Holder Name
or
- Hierarchy Level within your span of control

In this lesson you will learn

- How to:
- Retrieve request
 - Approve request
 - Modify request
 - Deny credit-limit change requests made by account holders

Situations where you may use this function

- Periodically, you need to access the queued credit limit change requests submitted by your account holders and approve, modify or deny their requests

The screens you will use in this lesson

- EAGLS Queued Request
- Credit Limit Change Request
- Credit Limit Change Request Verification
- Credit Limit Change Request Confirmation
- Queued Request

Available hyperlinks

Not applicable



What You Need to Know:

- This screen is used by the A/OPC. The account holder has "read-only" access.
- As an A/OPC, you have the ability to alter the requested value before approving requests (Approved Modified Status).

Key Terms

Not applicable

Follow these steps to access and process Queued Credit Limit Change Requests:

Step 1

ACTION

Click on the **Credit Limit Change** request you want to view from the **EAGLS Queued Request** screen.

RESULT

The **Credit Limit Change Request** screen displays.

Credit Limit Change Request		
Hierarchy Information		
Level	Number	Description/Name
HL1	9025013	EAGLS TEST CO 9025013 L1
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		
Account Holder Information		
Account Name	TEST ACCOUNT13E	
Account Number	4496120000521469	
Employee ID	111111	
Grade	Captain	
Employment Status	Pending	

Step 2

ACTION

Scroll down to the **Functional Information** section and verify that the credit limit change is appropriate

OR

Change the requested credit limit amount in the **Requested Field Value** if the credit limit is not appropriate.

RESULT

The requested credit limit displays.

Functional Information			
Field Name	Current Field Value	Requested Field Value	
Credit Limit	\$10,000	<input type="text" value="\$15,000"/>	
Queue Status Information			
Request Status	Pending	New Request Status	<input type="text" value="Pending"/>
Status Date	04/27/2000	Requester	SMACKEY
Status Time	22:08	Assigned	ALEXI
		<input type="button" value="Submit"/>	<input type="button" value="Clear"/>

Step 3

ACTION

Click on the **New-Request Status** drop down box ▼ to select a status:

- New
- Approved
- Approved Modified
- Pending
- Declined

RESULT

The selected status displays.

Queue Status Information			
Request Status	Pending	New Request Status	<input type="text" value="Approved"/>
Status Date	04/27/2000	Requester	SMACKEY
Status Time	22:08	Assigned	ALEXI
		<input type="button" value="Submit"/>	<input type="button" value="Clear"/>
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Follow these steps to Access Credit Limit Change Requests:

Step 4

ACTION

Click **Submit**.

RESULT

The **Credit Limit Change Request Verification** screen displays.

Credit Limit Change Verification	
The status of the credit limit request of 300 will be changed to: New.	
Account Name	TEST ACCOUNT13E
Account Number	4486120000521469
Agency Name	EAGLS TEST CO 9025013 L1
<input type="button" value="OK"/> <input type="button" value="Revise"/>	
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Step 5

ACTION

Verify that all information is correct and click **OK**.

RESULT

The **Credit Limit Change Request Confirmation** screen displays.

Credit Limit Change Confirmation	
The credit limit request has been submitted and processed.	
<input type="button" value="OK"/>	
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Step 6

ACTION

Click **OK**.

RESULT

The **Queued Request** screen displays.

EAGLS Queued Requests					
Function	Request Status	Status Date	Account Number	Account Name	Assigned
Account Information Change	Approved	04/27/2000	4486120001186239	EUGENE BARTON	ALEXI
New User Profile	Approved	04/27/2000		LIL SMACKKEY	
New User Profile	Approved	03/23/2000		ACCOUNT UAT	
<input type="button" value="Revise Search"/>					
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Lesson 10 *Accessing and Processing Queued Transfer Transaction Requests*

Description

The **Transfer Transaction Request** functionality is only for the Integrated Card Program. The Transfer Transaction function allows you or the account holder to initiate a request to transfer a charge between accounts. This request is queued to the DBO or A/OPC with DBO authority for approval. Once a transaction request has been initiated, the request is queued for processing. The DBO or A/OPC with DBO authority approves or denies the sending request.

What you will need before you begin

- A request to review and approve a transfer transaction initiated by an account holder
- Transfer Transactions Requests which are pending

In this lesson you will learn

- How to retrieve Transfer Transaction requests from the queue

Situations where you may use this function

- An account holder has requested a transaction transfer that must be reviewed before it can be approved and processed
- The DBO is reviewing the queued request screen on a daily basis
- Assist the A/OPC in daily management of queue transactions

The screens you will use in this lesson

- Queued Request
- Transaction Transfer Request
- Transaction Transfer Request Verification
- Transaction Transfer Request Confirmation

Available hyperlinks

Not applicable



What You Need to Know:

- Once the reviewer opens a request in the queue, the request is automatically assigned their user ID. To unassign the request, the user must reassign the status as "new."
- If the request is approved it is debited to the gaining account and credited to the losing account.
- If it's denied, the initiator may resubmit it for further consideration.

Key Terms

Approved	A status assigned to a queued request by the A/OPC when he/she approves the change.
Declined	A status assigned to a queued request by the A/OPC when he/she denies the change.
New	A status assigned to a queued request by the A/OPC when he/she does not want to make a decision on the change. The request will appear in the queue as a new request.
Pending	A status assigned to a queued request by the A/OPC when he/she intends to make a decision on the change at a later time.
Queued Request	An electronic request within EAGLS that has been sent to the A/OPC queue for review.

Follow these steps to retrieve a Transfer Transaction Request:

Step 1

ACTION

Click on the **Transfer Transaction** request you want to view from the **Queued Request** screen.

RESULT

The **Retrieve Transfer Transaction** screen displays.

Retrieve Transfer Transaction	
Transaction Information	
Transaction Date	Posting Date
04/18/2000	04/18/2000
Amount	Transaction Status
\$ 90	Invoiced
Merchant Name	City
REGULAR CASH ADVANCE FEE	
State	Zip
Trans. Ref. #	Merchant 1057
74486120105109000014032	
Merchant 1099	Merchant DUNs


Step 2

ACTION

Click on the **New Request Status** drop down box  and select a status.

RESULT

The selected status displays.

Status Information	
Request Status	Pending
Status Date	04/28/2000
Requester	db023E
Assigned	AOP-C23LP
New Request Status	Approved 
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

Step 3

ACTION

Click **Submit**.

RESULT

The **Retrieve Transfer Transaction Verification** screen displays.

Retrieve Transfer Transaction Verification	
Please verify the new request status:	
Transaction Date	Posting Date
04/18/2000	04/18/2000
Amount	Transaction Status
\$ 90	Invoiced
Merchant Name	City
REGULAR CASH ADVANCE FEE	
State	Zip
Trans. Ref. #	Merchant 1057
74486120105109000014032	
Merchant 1099	Merchant DUNs

Follow these steps to retrieve a Transfer Transaction Request:

Step 4

ACTION

Verify that all information is correct.

RESULT

The information is verified.

Please verify the new request status	
Transaction Date	Posting Date
04/18/2000	04/18/2000
Amount	Transaction Status
\$ 90	Invociced
Merchant Name	City
REGULAR CASH ADVANCE FEE	
State	Zip
Trans. Ref. #	Merchant 1057
74486120105109000014032	
Merchant 1099	Merchant DUNS
Debit or Credit	MCC
Debit	0
Default Accounting Code	
TE56789TE12345TIGFIR7869088877664FFKVVSSS2234567TIGIVHICIGV12323	

Step 5

ACTION

Click **OK**.

RESULT

The **Retrieve Transfer Transaction Confirmation** screen displays.

Retrieve Transfer Transaction Confirmation	
You have successfully completed a request to transfer the transaction from 4486810000009792	
Please allow three business days for processing.	
<input type="button" value="OK"/>	
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Step 6

ACTION

Click **OK** to return to the queue request screen.

RESULT

The **EAGLS Queued Requests** screen displays.

Function	Request Status	Status Date	Account Number	Account Name	Assigned
New User Profile	Approved	11/17/1998		ROBYN WILLIAMS	
New User Profile	Approved	03/24/2000		LI PEEBLES	
New User Profile	Approved	03/24/2000		LI PEEBLES	
Transfer Transaction	Approved	04/10/2000	4486810000009792	EST CCOUNT 238	ACPC23LP
Transfer Transaction	Approved	04/21/2000	4486810000009792	EST CCOUNT 238	DBO23LP
Transfer Transaction	Approved	04/12/2000	4486810000009792	EST CCOUNT 238	DBO23LP
Transfer Transaction	Approved	04/16/2000	4486810000009792	EST CCOUNT 238	DBO23LP
Transfer Transaction	Approved	04/21/2000	4486810000009792	EST CCOUNT 238	DBO23LP
Transfer Transaction	Approved	04/21/2000	4486810000009792	EST CCOUNT 238	DBO23LP
Transfer Transaction	Approved	04/21/2000	4486810000009792	EST CCOUNT 238	DBO23LP
Transfer Transaction	Approved	04/17/2000	4486810000009792	EST CCOUNT 238	DBO23LP
Transfer Transaction	Pending	04/03/2000	4486810000009792	EST CCOUNT 238	OCSRUPT
Transfer Transaction	New	04/28/2000	4486810000009792	EST CCOUNT 238	

Lesson 11 *Accessing and Processing Queued Transfer Account Request*

Description

The **Transfer Account Request** function allows you to receive and process Two-Stage Transfer Account requests. When you complete a Two-Stage Transfer Account to a hierarchy within your span of control, you can choose to process it immediately or send it to your queue for processing at a later time. (Refer to the Account Inquiry/Maintenance chapter, Transfer Account lesson). In this event you will play both roles of Sending A/OPC and Receiving A/OPC.

When a Sending A/OPC transfers an account to a hierarchy within your span of control, the account will post to your queue and as Receiving A/OPC you will process it. A Simple Transfer Account processes immediately and does not require further action.

What you will need before you begin

- A Hierarchy Level within your span of control
- An account pending in the Transfer Account queue

In this lesson you will learn

- How to:
- Access the Transfer Account queue
 - Process the queued Transfer Account requests

Situations where you may use this function

- When accounts have been transferred to a hierarchy within your span of control and need to be processed

The screens you will use in this lesson

- Transfer Account Queue Search
- Transfer Account Multiple Search Results
- Transfer Account – Receiving
- Transfer Account Verification
- Transfer Account Option Set ID Selection

Available hyperlinks

Not applicable



What You Need to Know:

- Transfer requests to be worked display with the account number underlined and are hyperlinked to the Transfer Account screen.
- The Receiving A/OPC has the option of flagging the account for reactivation when the account cycles, or keeping the account deactivated until a later date.
- If a Central Account ID change is involved, the actual changes to hierarchy, Central Account ID, and authorization control options will be pending until Cycle Date + 1 day. However, if the account being transferred has no current transaction activity, including payments, credits, or purchases, the changes are effective after the Data Exchange File (DEF) update.
- You will not be able to submit a transfer if the account is closed.

Follow these guidelines to select a queued request status:

Select status...	When...
New	you would like to return the request to queue to be worked by an alternate A/OPC or when hierarchy maintenance was performed and the new hierarchy is not within your span of control
Pending	you want to review a request that has been held for further review or research
Approved	all of the data elements meet the transfer criteria
Declined	account was erroneously transferred to your hierarchy

Key Terms

Not applicable

Follow these steps to receive and process Queued Transfer Account Requests:

Step 1

ACTION

Click on **Transfer Account Queue** from the **EAGLS Main Menu**.

RESULT

The **Transfer Account Queue Search** screen displays.

Step 2

ACTION

Click on one or more of the following **Search For** options:

- **New Status**
- **Pending Status**
- **Approved Status**
- **Declined Status**

RESULT

The selected **Search For** option displays.

Step 3

ACTION

Click on the **Sort By** drop down box▼ and select one of the following options:

- **Account Name** (Default option)
- **Posting Date**

RESULT

The **Sort By** option displays.

Follow these steps to receive and process Queued Transfer Account Requests:

Step 4

ACTION

Click on one of the following **Search By** options and type in the criteria:

- **Account Number**
- **Last Name**
- **First Name** (optional field to use with a search by last name)
- **Zip/Postal Code** (optional field to use with a search by last name)
- **Business Phone Number**
- **Social Security Number**
- **Hierarchy/Hierarchy Depth**

***Note:** Partial searches may be performed and are based on the placement of the asterisk (*).*

Search By

☐ Account Number

☐ Last Name

Optional Criteria with Last Name:

First Name

Zip/Postal Code

☐ Business Phone

US or Canada (Numeric Only)

International (Numeric Only)

☐ Social Security # (Numeric Only)

☒ Hierarchy Depth

Current Level

Level	Number	Description/Name
HL1	905002	DEPARTMENT OF DEFENSE
HL2		
HL3		

RESULT

The typed criteria displays.

Step 5

ACTION

Click **Submit**.

RESULT

The **Transfer Account Multiple Search Results** screen displays when there are multiple matches. Go to **Step 6**.

The **Transfer Account** screen displays when a single result is found. Go to **Step 7**.

Transfer Account
Multiple Search Results

Search Criteria

Hierarchy 100000090002

Status New

Account Number	Account Name	Sealing A/OPC	Status	Assigned To	Post Date
440612003103257	RAYMOND JACKS	ACCOUNT UAT	New		04/27/2000
4406120011087093	RANDALL L HUDSON	ACCOUNT UAT	New		04/26/2000
4406120011707201	WALTER LOCHARD	ACCOUNT UAT	New		04/25/2000
4406120034302467	CONNOR STANLEY	ACCOUNT UAT	New		04/27/2000
440612002243073	STANLEY THOMAS	ACCOUNT UAT	New		04/27/2000

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Follow these steps to retrieve and process Queued Transfer Account Requests:

Step 6

ACTION

Click on the desired account number to hyperlink to the **Transfer Account** screen.

Note: Transfer Requests received in a queue to be worked display with the account number underlined.

RESULT

The **Transfer Account Receiving** screen displays with the selected account's information.

Review the **Transfer To Hierarchy** sections. The hierarchy level can be edited if a change is necessary.

Transfer Account - Receiving			
Transfer From Hierarchy			
Agency Name	HQ AFRC		
Account Name	CONNER STANLEY	Account Number	4486120003409167
Account Status	Open		
Sending A/OPC Name	ACCOUNT UAT	Sending A/OPC Phone	7574414000
Level	Number	Description/Name	
HL1	9050002	DEPARTMENT OF DEFENSE	
HL2	2000004	DEPARTMENT OF THE AIR FORCE	
HL3	3043172	HQ AFRC	
HL4			
HL5			
HL6			
HL7			
HL8			

Step 7

ACTION

Type in the **Central Account ID** for the receiving hierarchy.

RESULT

Central Account ID displays.

Central Account ID	9050002		
Date of Deactivation			
Date of Activation	(MM/DD/YYYY)		
Queue Status Information			
Request Status	Pending	New Request Status	Approved
Status Date	04/27/2000	Requester	ACCOUNT UAT
Assigned	ACCOUNT UAT		
<input type="button" value="Submit"/> <input type="button" value="Clear"/>			

Step 8

ACTION

Type date in the **Date of Activation** text field in (MM/DD/YYYY) format.

Note: This action will not be necessary if there is no date of deactivation. The date must not predate today's date.

RESULT

The **Date of Activation** displays.

Date of Deactivation	05/25/2000
Date of Activation	08/25/2000 (MM/DD/YYYY)

Follow these steps to retrieve and process Queued Transfer Account Requests:

Step 9

ACTION

Tab to the **Queue Status Information** section and click on the **New Request Status** drop box ▾.

RESULT

The list of statuses display.

Date of Deactivation	
Date of Activation	(MM/DD/YYYY)
Queue Status Information	
Request Status	Pending
New Request Status	Approved ▾
Status Date	04/27/2000
Requester	ACCOUNT UAT
Assigned	ACCOUNT UAT
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

Step 10

ACTION

To select a new status, click on one of the following:

- **New** – assigns the status and saves any changes to the request queue
- **Pending** – awaiting status and saves any changes to the request queue
- **Approved** – system changes this status to 'GCSU Queued' and saves any changes to the request queue
- **Declined** – transfer account to declined status

RESULT

The selected status displays in the **New Request Status** drop box.

Date of Deactivation	
Date of Activation	(MM/DD/YYYY)
Queue Status Information	
Request Status	Pending
New Request Status	Approved ▾
Status Date	04/27/2000
Requester	ACCOUNT UAT
Assigned	ACCOUNT UAT
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

Step 11

ACTION

Click on **approved** to accept the transfer request.

RESULT

The **Transfer Account Option Set ID Selection** screen displays.

**Transfer Account
Option Set ID Selection**

Please select one of the Option Sets listed below for the account.
The Option Set selection will not be effective until the day after
the account bills and the new Hierarchy and Central Account ID become effective.


01044 DOD-STD-CASH 1500 ▾

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Follow these steps to retrieve and process Queued Transfer Account Requests:

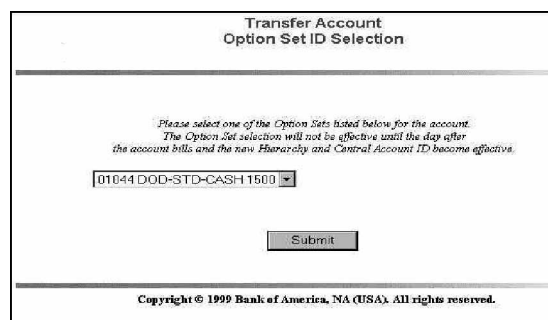
Step 12

ACTION

Select an **Option Set ID** for the account from the drop down box .


RESULT

The selected **option set ID** displays for the account.



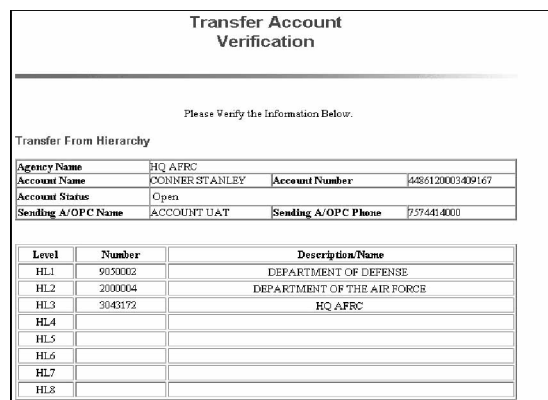
Step 13

ACTION

Click .

RESULT


The **Transfer Account Verification** screen displays.



Level	Number	Description/Name
HL1	9050002	DEPARTMENT OF DEFENSE
HL2	2000004	DEPARTMENT OF THE AIR FORCE
HL3	9043172	HQ AFRC
HL4		
HL5		
HL6		
HL7		
HL8		

Step 14

ACTION

Verify the information and click  to approve.

Note: If the Central Account Number is changed a message displays warning that future cost allocations must use the new default accounting center's rules and values.

RESULT

The **Transfer Account Queue Search** screen displays.



Set Up: Establishing New Accounts and Accounting Centers

Overview

The **Setup** function allows you to establish accounts and/or issue cards for account holders via EAGLS.

Only a designated A/OPC is authorized to establish an account holder transaction account for a Centrally Billed Account or to establish Accounting Center Information within their span of control. Depending on your agency/organization's policies and procedures, your duties may vary.

You may set up a New User Profile at the same time as Account Setup if the new account holder will also be an EAGLS user. User Profiles are established on each EAGLS user and determine a user's access to screens and functions. Refer to Lesson 1 of the User Options Chapter: Working with User Profiles for more information.

Note: *This chapter is only applicable if you have a purchase or integrated card program and are chosen by your agency to establish your agency's accounting center information.*

In this chapter you will learn

How to:

- Perform Account Setup for a Centrally Billed Account (CBA) within your span of control
- Set up agency-level accounting center information used for cost allocation

Lesson 1: Establishing an Account Holder Transaction Account for a Centrally Billed Account

- Construct a Master Accounting Code using the Browse function

Lesson 2: Establishing an Accounting Center:

- Segment descriptions
- Valid values
- Segment comments
- Merchant Category Codes (MCC)

Benefits and advantages

- Eliminates unnecessary paper
- Provides an efficient and secure way of establishing accounts
- Provides a standard format that is easy to use
- Enables better control/management of your program
- Enables comprehensive accounting center reporting

Lesson 1

Establishing an Account Holder Transaction Account for a Centrally Billed Account

Description

The **Setup Account** function allows you to input information into EAGLS to establish a transaction account for an account holder. This function enables the A/OPC to enter account information in order for the account holder to receive a card.

What you will need before you begin

- A Central Account ID number that will be associated with the account.
Note: Central account IDs were set up for your organization during program implementation.

In this lesson you will learn

- How to establish centrally billed transaction accounts for account holders within your span of control

Situations where you may use this function

- You need to set up an individual account that is tied to a CBA
- You have a new employee in your hierarchy and you would like them to have a card

The screens you will use in this lesson

- Account Setup Search
- Setup Account
- Account Setup Verification
- Account Setup Confirmation

Available hyperlinks

- Authorization Controls Setup



What You Need to Know:

- You may only set up a new account within your assigned hierarchy or below.
- The **Central Account ID** is a required seven-digit number that uniquely identifies the central account that was set up for your organization during program implementation.
- Cards will be mailed within three (3) business days of account setup.

Key Terms

Accounting Center	A unique set of accounting information for an agency. The information includes accounting code segments, priority rules, valid values, and value descriptions. An account may have only accounting center associated with it.
User Profile	The authorization a person is given to access EAGLS screens and perform EAGLS tasks.

Follow these steps to establish an Account Holder Transaction Account for a Centrally Billed Account:

Step 1

ACTION

Click on **Setup**, from the **EAGLS Main Menu**.

RESULT

The available functions within **Setup** display.



Step 2

ACTION

Click on **Account**.

RESULT

The **Account Setup Search** screen displays.

The screenshot shows the 'Account Setup Search' screen. It has a title bar 'Account Setup Search'. Below the title bar, there is a section 'Search By' with three radio buttons: 'Central Account ID', 'Last Name', and 'First Name'. The 'Central Account ID' radio button is selected. To the right of each radio button is a text input field. Below the input fields are 'Submit' and 'Clear' buttons. At the bottom of the screen, there is a copyright notice: 'Copyright © 1999 Bank of America, NA (USA). All rights reserved.'

Step 3

ACTION

Click on the **Central Account ID** field.

RESULT

The cursor positions in the **Central Account ID** field.

This screenshot is identical to the previous one, showing the 'Account Setup Search' screen with the 'Central Account ID' radio button selected and its corresponding input field highlighted.

Step 4

ACTION

Type in the **Central Account ID** number.

RESULT

The **Central Account ID** number displays.

Note: This is a required field. Central Account ID is a seven-digit number that uniquely identifies the central account and was set up for your organization during program implementation.

This screenshot is identical to the previous ones, showing the 'Account Setup Search' screen with the 'Central Account ID' radio button selected. The input field now contains the number '9050002'.

Follow these steps to establish an Account Holder Transaction Account for a Centrally Billed Account:

Step 5

ACTION

Click on one of the following **Search By** options and enter the data:

- **Last Name/First**(default)
- **Social Security Number**
Use dashes (for example: 123-45-6789).

RESULT

The selected **Search By** criteria displays.

Search By

Central Account ID: 9050002

☒ Last Name: Smith

First Name: John

☐ Social Security Number:

Submit Clear

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Step 6

ACTION

Click **Submit**.

RESULT

The **Setup Account** screen is displayed. Scroll down to view information.

***Note:** If the name or Social Security number entered exists within the selected Central Account ID, the **Setup Account** screen displays a list of those accounts that match the search criteria. If a new account needs to be created, click **New Account**.*

Setup Account

Hierarchy Information

Hierarchy Level: Browse

Level	Number	Description/Name
HL1	9030002	DEPARTMENT OF DEFENSE
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Follow these steps to establish an Account Holder Transaction Account for a Centrally Billed Account:

Step 7

ACTION

Click on the **Hierarchy Number** field and type in the hierarchy number.

OR

Click **Browse** and select the appropriate hierarchy level.

RESULT

The hierarchy number/description displays.

Hierarchy Information		
Hierarchy Level <input type="button" value="Browse"/>		
Level	Number	Description/Name
HL1	9030002	DEPARTMENT OF DEFENSE
HL2	<input type="text" value="20000004"/>	
HL3	<input type="text"/>	
HL4	<input type="text"/>	
HL5	<input type="text"/>	
HL6	<input type="text"/>	
HL7	<input type="text"/>	
HL8	<input type="text"/>	

Step 8

ACTION

Click on the **Accounting Center ID** field and type in the accounting center ID number, if a different ID is needed.

Note: The Accounting Center ID number may default from the Central account.

OR

Click **Browse** to select the appropriate Accounting Center ID.

RESULT

The **Accounting Center ID** displays.

Central Account Information	
Central Account ID	9030002
Central Account Name	UAT-HQAFRTS
Central Account Number	4486120000387007
Accounting Center ID	<input type="text" value="15270"/> <input type="button" value="Browse"/>
Master Accounting Code	<input type="button" value="Browse"/>
<input type="text"/>	

Follow these steps to establish an Account Holder Transaction Account for a Centrally Billed Account:

Step 9

ACTION

Click in the **Master Accounting Code** field and type in the master accounting code to be associated with the account.

OR

Click **Browse** to create a Master Accounting Code from the list of Valid Values.

***Note:** See steps for Constructing a Master Accounting Code through the Browse Function at the end of this lesson.*

Central Account Information	
Central Account ID	9030002
Central Account Name	UAT-HQAFRTS
Central Account Number	448612000387007
Accounting Center ID	15270 <input type="button" value="Browse"/>
Master Accounting Code	<input type="button" value="Browse"/>
2000/123456/22334	

RESULT

The master accounting code displays.

Step 10

ACTION

Scroll down to the **Generates Paper Statement** field. Click on the drop down box ▼ and select one of the available options.

RESULT

The selection displays.

Account Information	
Program Type	Travel
Travelers Checks	Yes
Billing Type	Individual
Generate Paper Statement	No ▼
Card Type	vs purchase ▼
Card/Non-card	Card ▼
Account Expiration Date	(MM/YYYY)
Credit Limit	

Step 11

ACTION

Tab to **Card Type** field. Click on the drop down box ▼ and select the card type.

***Note:** Card Type options describe the card design available for your program type and agency.*

RESULT

The selected card type displays.

Account Information	
Program Type	Travel
Travelers Checks	Yes
Billing Type	Individual
Generate Paper Statement	No ▼
Card Type	vs purchase ▼
Card/Non-card	vs purchase ▼
Account Expiration Date	vs travel cpp (MM/YYYY)
Credit Limit	

Follow these steps to establish an Account Holder Transaction Account for a Centrally Billed Account:

Step 12

ACTION

Tab to the **Card/Non-Card** field. Click on the drop down box ▼ and select one of the available options.

RESULT

The selected card type displays.

Account Information	
Program Type	Travel
Travelers Checks	Yes
Billing Type	Individual
Generate Paper Statement	
	No ▼
Card Type	vs purchase ▼
Card/Non-card	Card ▼
Account Expiration Date	MM/YYYY
Credit Limit	

Step 13

ACTION

Tab to the **Account Expiration Date** field and type an expiration date in the format MM/YYYY. The standard expiration date for an account is 24 months from the account setup date.

RESULT

The account expiration date displays.

Account Information	
Program Type	Travel
Travelers Checks	Yes
Billing Type	Individual
Generate Paper Statement	
	No ▼
Card Type	vs purchase ▼
Card/Non-card	Card ▼
Account Expiration Date	04/2002 (MM/YYYY)
Credit Limit	

Step 14

ACTION

Tab to the **Credit Limit** field and type in the credit limit to be assigned.

Note: When entering the dollar amount, do not use the dollar sign (\$), decimals, or commas.

RESULT

The credit limit displays.

Account Information	
Program Type	Travel
Travelers Checks	Yes
Billing Type	Individual
Generate Paper Statement	
	No ▼
Card Type	vs purchase ▼
Card/Non-card	Card ▼
Account Expiration Date	04/2002 (MM/YYYY)
Credit Limit	10000

Follow these steps to establish an Account Holder Transaction Account for a Centrally Billed Account:

Step 15

ACTION

Click in the desired field and make the necessary change.

Note: In the Account Holder Information section, you may edit any of the prepopulated fields.

RESULT

The change displays in the selected field.

Account Holder Information	
Last Name	Smith
First Name	John
Address 1	Attn: Diana Wetmore
Address 2	1 Commercial Place
Address 3	4th floor
Address 4	
City	Norfolk
State/Province	VA
Country	USA
Zip/Postal Code	23510
Work Phone	757-823-1234
E-mail Address	

Step 16

ACTION

Complete the fields in the **Identification** section.

Note: Only bolded fields are required.

RESULT

The entered information displays.

Identification	
Social Security Number	222-11-3344
Employee ID	222-11-3344
Grade	major
Employment Status	full time
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	
Bold Fields Are Required	
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Step 17

ACTION

Click **Submit**.

RESULT

The **Account Setup Verification** screen displays.

Account Setup Verification		
Please verify that the Account Setup information you have entered is correct.		
Account Hierarchy		
Level	Number	Description/Name
HL1	9030002	
HL2	2000004	
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Step 18

ACTION

Verify displayed information, and correct as necessary.

RESULT

Corrected information is displayed.

Account Setup Verification		
Please verify that the Account Setup information you have entered is correct.		
Account Hierarchy		
Level	Number	Description/Name
HL1	9030002	
HL2	2000004	
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Follow these steps to establish an Account Holder Transaction Account for a Centrally Billed Account:

Step 19

ACTION

Click **OK**.

RESULT

The **Account Setup Confirmation** screen displays.

Account Setup Confirmation

You have successfully submitted Account Setup Information for
John Smith
associated with the following Hierarchy structure.

Level	Number	Description/Name
HL1	9010002	
HL2	2000004	
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

The account number will be available to you the next business day. You may now setup Authorization Controls or User Profile for this new account.

OK

Follow these steps to Construct a Master Accounting Code through the Browse Function:

Step 1

ACTION

Click **Browse** in the Master Accounting Code field.

RESULT

The **Construct Accounting Code** screen displays in a pop-up window.

Step 2

ACTION

Choose the first segment from the drop down list.

RESULT

The selected segment displays.

Step 3

ACTION

Type a Segment Value in the **Add Segment Value** field. Go to **Step 4**.

OR

Click **Browse Segment** to choose available segments. Go to **Step 8**.

RESULT

Segment value displays.

Step 4

ACTION

Click **Add Segment**.

RESULT

The **Segment Value Verification** section displays at the bottom of the screen.

Follow these steps to Construct a Master Accounting Code through the Browse Function:

Step 5

ACTION

Click **OK**.

RESULT

The Segment displays at the top of the **Construct Accounting Code** screen.

Note: Repeat Steps 2 through 4 for all remaining segments.

Step 6

ACTION

Click **Finished**.

RESULT

The new **Master Accounting Code** displays in the Account Setup window.

Step 7

ACTION

Click **Browse Segment**.

RESULT

All valid segment values display on the bottom of the screen.

Step 8

ACTION

Select a segment value from the segment list.

RESULT

Segment value displays highlight.

Follow these steps to Construct a Master Accounting Code through the Browse Function:

Step 9

ACTION

Click **Select**.

RESULT

Segment displays at the top of the **Construct Accounting Code** screen.

Note: Repeat Steps 7 through 9 for all remaining segments.

Construct Accounting Code

Accounting Code and Description: DOD1/WDCI/730K
Department of Defense I/Washington DC I/730 K Street

Segment: (1) Division

Browse Criteria:

Add Segment Value:

Buttons: Add to Favorites, Finished, Add Segment, Browse Segment, Cancel

Step 10

ACTION

Click **Finished**.

RESULT

The new **Master Accounting Code** displays on the **Setup Account** screen.

Central Account Information

Central Account ID: 9050002

Central Account Name: UAT-HQA/PRTS

Central Account Number: 4486120000587007

Accounting Center ID: 15270 [Browse]

Master Accounting Code: [Browse]

Master Accounting Code: DOD1/WDCI/730K

Lesson 2 *Establishing An Accounting Center*

Description

The **Accounting Center** setup function allows you to input accounting information for an agency into EAGLS. This information defines the unique criteria for performing cost allocation. Accounting centers are setup for CBAs only and maintain the accounting information that enables users to reallocate transactions to different accounting codes. When a transaction enters EAGLS, an accounting code is automatically assigned by the system based on one of the following priorities: individual account, central account, or MCC of the transaction. These priorities are determined by the agency based on their particular needs. The accounting code that defaults or is automatically assigned to the transaction may be changed to another accounting code, if necessary for reconciliation purposes. The definition and meaning of these accounting codes are defined in the accounting center assigned to the account. AOPCs may define accounting codes by establishing the default priorities, accounting code segments, and segment values. Please refer to Chapter 7 — Transaction Data, for more information on Cost Allocation.

What you will need before you begin

- Hierarchy level within your span of control
- Master Accounting Code

In this lesson you will learn

- How to:
- Set up accounting center information within your span of control, using the **Accounting Center Setup** functions
- Establish accounting center information related to cost allocation, including:
 - ❖ assigning accounting code segments and segment descriptions
 - ❖ choosing priority rules
 - ❖ establishing valid values and value descriptions
 - ❖ segment comments
 - ❖ setting up Merchant Category Codes (MCC)

Situations where you may use this function

- Your Agency requires the establishment of accounting codes and merchant category codes used for cost allocation.

The screens you will use in this lesson

- Accounting Center Setup Main Form
- Accounting Center Setup Segment Description
- Accounting Center Setup Valid Values
- Accounting Center Setup Segmented Comments
- Accounting Center Setup Confirmation
- MCC Default Account Code
- MCC Default Account Code Search

Available hyperlinks

- Accounting Center Information
- MCC Default Accounting Code



What You Need to Know:

- Agencies may choose to elect a designated A/OPC to set up and maintain Accounting Center information for the **Cost Allocation** function within their span of control.
- **Accounting Center Setup** allows your agency to identify which segments within the accounting codes are required or optional. Optional segments may be left blank, but required accounting code segments must be completed.
- Value descriptions of the accounting code segments display when using the **Accounting Code Browse**, **Transaction Detail** screen, and **Cost Allocation** screen. This makes accounting center setup, accounting center maintenance, and cost allocation functions easy to perform.
- Priority Rules refer to the order in which default accounting codes are applied to transactions and are set by an individual agencies preference. Agencies may choose to apply first, second, and third priority to accounting codes. Accounting codes may only have one set of priority rules.

Example:

Priority Rules		
Central Account	1	<input checked="" type="checkbox"/>
Accounting Holder	2	<input checked="" type="checkbox"/>
MCC	3	<input checked="" type="checkbox"/>

Correct

Priority Rules		
Central Account	1	<input type="checkbox"/>
Accounting Holder	1	<input checked="" type="checkbox"/>
MCC	3	<input checked="" type="checkbox"/>

Incorrect. You may not have the same priority rule apply to two different accounting codes.

- Agencies may use Segmented Comments with the **Cost Allocation** function to enter comments for each segment of the accounting code. These segments are created and maintained in the Accounting Center. As with Free Form Comments, the total of all Segmented Comments may be a maximum of 100 characters.
- Agencies may choose, during Accounting Center Setup, whether or not to allow transactions to be reallocated after the Agency Accounting System (AAS) file has been sent.

Key Terms

AAS	Agency Accounting System
Accounting Center	A unique set of accounting information for an agency. The information includes accounting code segments, priority rules, valid values, and value descriptions. An account may have only one accounting center associated with it. An Agency's unique set of accounting information.
Accounting Center ID	A number automatically assigned by EAGLS to each accounting center created.
Accounting Code Segment	One part of the general ledger accounting code. Each accounting code segment has a name, description, start position, and end position
Accounting Code	The 64-digit string of general ledger accounting code segments that identifies the cost center to which a transaction is being applied.
Cost Allocation	The EAGLS component that allows a user or A/OPC to assign a transaction, or part of a transaction, to different accounting codes.
Default	The accounting code to which all transactions will be assigned if no other priority rule has matched a transaction to an accounting code.
Free Form Comments	Comments attached to a cost allocation within a centrally billed account, which are not linked to each segment of the accounting code. The total length of the comment may not exceed 100 characters.
MCC	A 4 digit code that defines the Merchant Category Code (MCC). These codes designate the type of business a merchant conducts.
Priority Rules	The rules determining the order in which default accounting codes will be applied to transactions. You may choose to apply to the Central Account's default accounting code, the Account Holder's default accounting code, and the MCC default accounting code priority rules of 1, 2, and 3. Priority Rules are mutually exclusive. The same priority may not be assigned to more than one rule.
Required	A portion of the accounting code which must be entered to create a valid accounting code.
Segment Descriptions	The description of one portion of the general ledger accounting code.
Segment Length	The number of characters that a segment of the accounting code may use. The total length of all segments may not exceed 64 characters.
Segment Name	The title given to a specific segment of the accounting code. For instance the segment name of the first segment of an accounting code may be "Year" and the segment length would be four characters.

Key Terms

Segmented Comments	Comments attached to a cost allocation within a centrally billed account which are linked to each segment of the accounting code. The total length of the comment may not exceed the defined number of characters for that segment.
Total Length	The total length is the number of characters that the accounting code must not exceed. The entire accounting code must not exceed 64 characters, regardless of the number of segments contained within the code.
Valid Values	A list of acceptable values for a given accounting code segment that the user will establish during accounting center setup.
Value	Short descriptions (40-character length) of each valid value. These value descriptions will appear when the user performs Accounting Code Browse, as well as on the Transaction Detail screen and the Cost Allocation screen.

Follow these steps to establish an Accounting Center:

Step 1

ACTION

Click on **Setup**, from the **Main Menu**.

RESULT

The available options within **Setup** display.



Step 2

ACTION

Click on **Accounting Center**.

RESULT

The **Accounting Center Setup Main Form** screen displays.

Level	Number	Description/Name
HL1	9050002	DEPARTMENT OF DEFENSE
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Step 3

ACTION

Click **Browse** to select hierarchy information under the default level.

***Note:** Hierarchy numbers may be manually keyed.*

RESULT

The default hierarchy level numbers and descriptions display.

Level	Number	Description/Name
HL1	9050002	DEPARTMENT OF DEFENSE
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Follow these steps to establish an Accounting Center:

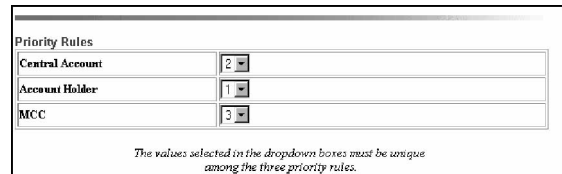
Step 4

ACTION

Tab to the **Priority Rules** section and assign a value of 1, 2, or 3 in the following fields, using the drop down box ▾:

- **Central Account**
- **Account Holder**
- **MCC**

***Note:** The same priority may not be assigned to more than one rule.*



Priority Rules

Central Account	2 ▾
Account Holder	1 ▾
MCC	3 ▾

The values selected in the dropdown boxes must be unique among the three priority rules.

RESULT

The value for each priority rule displays.

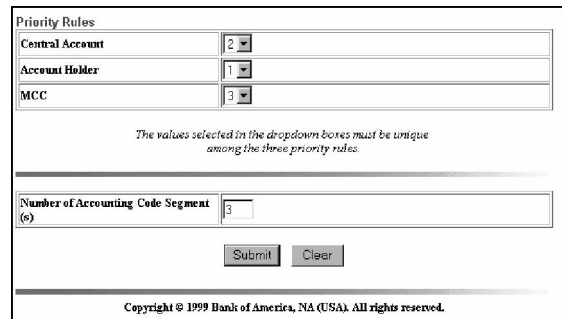
Step 5

ACTION

Tab to the **Number of Accounting Code Segment** field and type in the box the number of segments to be established.

RESULT

The number of segments displays.



Priority Rules

Central Account	2 ▾
Account Holder	1 ▾
MCC	3 ▾

The values selected in the dropdown boxes must be unique among the three priority rules.

Number of Accounting Code Segment (s) 3

Submit Clear

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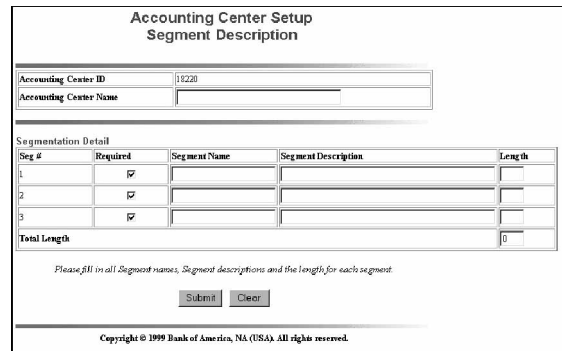
Step 6

ACTION

Click **Submit**.

RESULT

The **Accounting Center Setup Segment Description** screen displays.



Accounting Center Setup
Segment Description

Accounting Center ID	11220
Accounting Center Name	

Seg #	Required	Segment Name	Segment Description	Length
1	<input checked="" type="checkbox"/>			
2	<input checked="" type="checkbox"/>			
3	<input checked="" type="checkbox"/>			
Total Length				0

Please fill in all Segment names, Segment descriptions and the length for each segment.

Submit Clear

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Follow these steps to insert Segment Descriptions:

Step 1

ACTION

Click in the **Accounting Center Name** field from the **Accounting Center Setup Segment Description** screen.

RESULT

The cursor positions in the field.

Accounting Center Setup Segment Description				
Accounting Center ID		18220		
Accounting Center Name				
Segmentation Detail				
Seg #	Required	Segment Name	Segment Description	Length
1	<input checked="" type="checkbox"/>			
2	<input checked="" type="checkbox"/>			
3	<input checked="" type="checkbox"/>			
Total Length				0
Please fill in all Segment names, Segment descriptions and the length for each segment.				
<input type="button" value="Submit"/> <input type="button" value="Clear"/>				
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Step 2

ACTION

Type a name for the accounting center being created.

RESULT

The accounting center's name being created displays in the **Accounting Center Name** field.

Note: The Accounting Center ID is system-generated and displays as "read only".

Accounting Center Setup Segment Description				
Accounting Center ID		18220		
Accounting Center Name		Central Office		
Segmentation Detail				
Seg #	Required	Segment Name	Segment Description	Length
1	<input checked="" type="checkbox"/>			
2	<input checked="" type="checkbox"/>			
Total Length				0
Please fill in all Segment names, Segment descriptions and the length for each segment.				
<input type="button" value="Submit"/> <input type="button" value="Clear"/>				
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Step 3

ACTION

Click in the **Required** status box to remove the status if the segment being created is not required.

RESULT

The **Required** status box displays a check mark if the segment is required and displays blank if the segment is not required.

Accounting Center Setup Segment Description				
Accounting Center ID		18220		
Accounting Center Name		Central Office		
Segmentation Detail				
Seg #	Required	Segment Name	Segment Description	Length
1	<input checked="" type="checkbox"/>			
2	<input checked="" type="checkbox"/>			
3	<input checked="" type="checkbox"/>			
Total Length				0
Please fill in all Segment names, Segment descriptions and the length for each segment.				
<input type="button" value="Submit"/> <input type="button" value="Clear"/>				
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Follow these steps to insert Segment Descriptions:

Step 4

ACTION

Tab to the **Segment Name** field and type the name of the segment being created.

RESULT

The segment name displays.

Segmentation Detail				
Seg #	Required	Segment Name	Segment Description	Length
1	<input checked="" type="checkbox"/>	Year	4 digit year	4
2	<input type="checkbox"/>	Activity	6 digit activity	6
3	<input checked="" type="checkbox"/>	Center	5 digit center name	5
Total Length				15

Please fill in all Segment names, Segment descriptions and the length for each segment.

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Step 5

ACTION

Tab to the **Segment Description** field and type a description of the segment.

RESULT

The description of the segment displays.

Segmentation Detail				
Seg #	Required	Segment Name	Segment Description	Length
1	<input checked="" type="checkbox"/>	Year	4 digit year	4
2	<input type="checkbox"/>	Activity	6 digit activity	6
3	<input checked="" type="checkbox"/>	Center	5 digit center name	5
Total Length				15

Please fill in all Segment names, Segment descriptions and the length for each segment.

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Step 6

ACTION

Tab to the **Length** field and type the length of the segment. Continue entering segment names, descriptions, and lengths as needed by repeating **Steps 2** through **5**.

RESULT

The length of the segment displays. The **Total Length** field displays the total length for all segments.

Segmentation Detail				
Seg #	Required	Segment Name	Segment Description	Length
1	<input checked="" type="checkbox"/>	Year	4 digit year	4
2	<input type="checkbox"/>	Activity	6 digit activity	6
3	<input checked="" type="checkbox"/>	Center	5 digit center name	5
Total Length				15

Please fill in all Segment names, Segment descriptions and the length for each segment.

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Step 7

ACTION

Click .

RESULT

The **Accounting Center Setup Valid Values** screen displays.

Accounting Center Setup Valid Values		
Hierarchy Information		
Accounting Center ID	18230	
Accounting Center Name	Central Office	
Level	Number	Description/Name
HL1	903002	DEPARTMENT OF DEFENSE
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Follow these steps to insert Valid Values:

Step 1

ACTION

Tab to the **Segment Name** field from the **Valid Values** setup screen, and select a segment name using the drop down box ▾.

RESULT

The segment name displays.

*Note: The **Segment Description** field refreshes with the selected segment's description.*

Segment Information

Segment Name	Year ▾
Segment Description	
Valid Values	

Delete Values

Note: To select multiple items for deletion, use the **SHIFT** key or the **CTRL** key while selecting items. The **SHIFT** key will allow consecutive items by selecting the first and last items in the group that you want to delete. The **CTRL** key will allow you to select

Step 2

ACTION

Tab to the **Value** field and type the value assigned to the current segment.

Note:

- The value must be the maximum length of characters assigned to the segment.
- Duplicate values cannot exist per segment.

RESULT

The value assigned to the segment displays.

#	Value	Value Description
1	1999	Calendar Year 1999
2	2000	Calendar Year 2000
3		
4		
5		
6		
7		
8		
9		
10		

Add Values Clear Input

Step 3

ACTION

Tab to the **Value Description** field and type a description of the value.

RESULT

The value description displays.

#	Value	Value Description
1	1999	Calendar Year 1999
2	2000	Calendar Year 2000
3		
4		
5		
6		
7		
8		
9		
10		

Add Values Clear Input

Follow these steps to insert Valid Values:

Step 4

ACTION

Click **Add Values**.

Note: Continue to define each Segment by repeating **Step 1** through **3** as needed.

RESULT

The value displays in the **Valid Values** field.

The screenshot shows the 'Segment Information' form. The 'Segment Name' field has a dropdown menu set to 'Year'. The 'Segment Description' field contains the text '4 digit year'. Below these fields is the 'Valid Values' section, which displays a list of years: '1998 [Calendar Year 1998]', '1999 [Calendar Year 1999]', and '2000 [Calendar Year 2000]'. A 'Delete Values' button is located at the bottom right of the 'Valid Values' section. A note at the bottom of the form states: 'Note: To select multiple items for deletion, use the SHIFT key or the CTRL key while selecting items. The SHIFT key will allow consecutive items by selecting the first and last items in the group that you want to delete. The CTRL key will allow you to select the CTRL key and selecting each individual item you want to delete. Please select no more than 10 items at a time for deletion.'

Step 5

ACTION

Tab to the **Cost Allocation Setup** section and select one of the following:

- **Free Form Comments**
- **Segmented Comments**

RESULT

The selected comments information button displays.

The screenshot shows the 'Cost Allocation Setup' form. The 'Free Form Comments' section is selected. The 'Segmented Comments' section is also visible, showing a 'Number of Segments' field set to '3'. The 'Display Debit/Credit Indicator' field is set to 'No'. The 'Allow ReAllocation After AAS Feed' field is set to 'No'. A 'Submit' button is located at the bottom right of the form. A copyright notice at the bottom reads: 'Copyright © 1999 Bank of America, NA (USA). All rights reserved.'

Step 6

ACTION

If **Free Form Comments** is selected, go to **Step 8**.

If **Segmented Comments** is selected, type a number in the **Number of Segments** field.

RESULT

The number of segments selected displays.

The screenshot shows the 'Cost Allocation Setup' form. The 'Free Form Comments' section is selected. The 'Segmented Comments' section is also visible, showing a 'Number of Segments' field set to '3'. The 'Display Debit/Credit Indicator' field is set to 'No'. The 'Allow ReAllocation After AAS Feed' field is set to 'No'. A 'Submit' button is located at the bottom right of the form. A copyright notice at the bottom reads: 'Copyright © 1999 Bank of America, NA (USA). All rights reserved.'

Follow these steps to insert Valid Values:

Step 7

ACTION

Click on the drop down box and select an option for the **Allow Reallocation After AAS Feed** field.

***Note:** Selecting **Yes** allows transactions to be reallocated after the AAS file has been sent with the first allocation. Selecting **Yes** allows you to perform multiple reallocations on the same transaction.*

Cost Allocation Setup	
<input type="radio"/> Free Form Comments	
<input checked="" type="radio"/> Segmented Comments	
Number of Segments	3
Display Debit/Credit Indicator	No
Allow ReAllocation After AAS Feed	No
Submit	

RESULT

The option selected displays.

Step 8

ACTION

Click **Submit**.

RESULT

If **Free Form Comments** was selected, the **Accounting Center Setup Confirmation** screen displays.

If **Segmented Comments** was selected, the **Accounting Center Setup Segmented Comments** screen displays.

Accounting Center Setup Confirmation		
You have successfully setup the following Accounting Center:		
Hierarchy Information		
Accounting Center ID	18240	
Accounting Center Name	CENTRAL OFFICE	
Level	Number	Description/Name
HL1	9025007	EAGLS TEST CO 9025007 L1
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		
OK		
Accounting Center Information		MCC Default Accounting Code
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Accounting Center Setup Segmented Comments		
Segmented Comments		
Segment #	Segment Name	Length
1		
2		
3		
Total Length		0
Please fill in all Segment names, Segment descriptions and the length for each segment.		
Submit Clear		
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Follow these steps to insert Segment Comments:

Step 1

ACTION

Click in the **Segment Name** field and type the name of the segment.

RESULT

The segment name displays.

Segmented Comments		
Segment #	Segment Name	Length
1	Year	
2		
3		
Total Length		0

Please fill in all Segment names, Segment descriptions and the length for each segment.

Submit Clear

Step 2

ACTION

Click in the **Length** field and type the length of the segment.

RESULT

The segment length displays.

Segmented Comments		
Segment #	Segment Name	Length
1	Year	4
2		
3		
Total Length		4

Please fill in all Segment names, Segment descriptions and the length for each segment.

Submit Clear

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Step 3

ACTION

Repeat **Steps 1** and **2** to add Segmented Comment information for each segment. Click **Submit**.

RESULT

The **Accounting Center Setup Confirmation** screen displays.

Accounting Center Setup Confirmation

You have successfully setup the following Accounting Center:

Hierarchy Information

Accounting Center ID	18220
Accounting Center Name	CENTRAL OFFICE

Level	Number	Description/Name
HL1	9050002	DEPARTMENT OF DEFENSE
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

OK

Accounting Center Information: MACC Default Accounting Code

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Step 4

ACTION

Click **OK** to review and approve the information displayed.

RESULT

The **Accounting Center Setup Main Form** screen displays.

Accounting Center Setup Main Form

Hierarchy Information

Hierarchy Level

Level	Number	Description/Name
HL1	9050002	DEPARTMENT OF DEFENSE
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Priority Rules

Follow these steps to assign MCC Default Accounting Codes:

Step 1

ACTION

Click on the **MCC Default Accounting Code** hyperlink to set up MCC Default Accounting Codes.

OR

Click on the **Accounting Center Information** hyperlink to return to the first page of the **Accounting Center Setup** screen.

RESULT

The **MCC Default Accounting Code Search** screen displays.

OR

The **Accounting Center Setup** screen displays information about the accounting code being created in a "read-only" mode.

Step 2

ACTION

Type the MCC code or the MCC code range to be added and click **Submit**.

RESULT

The **MCC Default Accounting Code** screen displays.

Level	Number	Description/Name
HL1	9050002	DEPARTMENT OF DEFENSE
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Accounting Center ID: 18220
Accounting Center Name: CENTRAL OFFICE

Segment Name: Year
Default Accounting Code: #####
MCC Range: 3000 to 4515

Step 3

ACTION

Tab to the **Segment Name** field and, using the drop down box, select the segment name.

RESULT

The segment name displays.

Segment Name: Year
Default Accounting Code: #####
MCC Range: 3000 to 4515
Valid Values: 1999, 2000

Select Finished Cancel

Follow these steps to assign MCC Default Accounting Codes:

Step 4

ACTION

Select a value from the **Valid Values** list box to be the default value for the current segment and click **Select**. Continue constructing the accounting code by repeating **Steps 2** and **3** as needed.

RESULT

The values selected display in the **Default Accounting Code** field.

The screenshot shows a form titled 'MCC Default Accounting Code Search'. It contains the following fields and values:

- Accounting Center ID: 18220
- Accounting Center Name: CENTRAL OFFICE
- Segment Name: Center (dropdown menu)
- Default Accounting Code: 2000/123456/22334
- MCC Range: 3000 to 4515
- Valid Values: 11223, 22334 (list box)
- Buttons: Select, Finished, Cancel

Step 5

ACTION

Click **Finished**.

RESULT

The **MCC Default Accounting Code Search** screen displays.

The screenshot shows the 'MCC Default Accounting Code Search' screen. It contains the following fields and values:

- Search By: Accounting Center ID (18220)
- MCC (radio button selected)
- MCC Range (empty) to (empty)
- Buttons: Submit, Clear
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Transaction Data: Working with Transactions

Using the Transaction Data Function

Overview

The **Transaction Data** function in EAGLS will assist the A/OPC and account holder in managing transactions for individually billed accounts or centrally billed accounts.

You can review transaction information through the agency invoice or individual statement as well as manage transaction information by transferring transactions to different accounts and allocating transactions to accounting codes.

You are also able to research transactions by matching them to a merchant credit, requesting a sales draft or disputing an incorrect transaction.

In this chapter you will learn

How to:

- View and make changes to account information at the transaction detail level
- Review, verify, match and transfer transactions
- Retrieve queued transfer transaction requests
- Request a sales draft
- Allocate costs to a specific cost center or accounting code
- Dispute a transaction
- Gain instant access to the agency invoice and individual statement
- Match, dispute and transfer a transaction online
- Allocate costs online

Lesson 1: Viewing Transaction Details on Your Agency's Invoice

Lesson 2: Viewing Transaction Details on Individual Statements

Lesson 3: Allocating Centrally Billed Transactions

Lesson 4: Transferring Transactions Between Accounts

Lesson 5: Using the Match Transaction to Offset a Merchant Credit

Lesson 6: Requesting a Sales Draft

Lesson 7: Disputing a Transaction

Benefits and advantages

- Instant access to the agency invoice and individual statement
- Ability to match, dispute and transfer a transaction online
- Accurate records of sales drafts
- Easy cost allocation online

Lesson 1 *Viewing Transaction Details on Your Agency's Invoice*

Description

The A/OPC may access the agency invoice in order to view transaction information. You may view central account activity or account holder activity on the agency invoice.

What you will need before you begin

- Account number
or
- Hierarchy level number within your span of control

In this lesson you will learn

- How to view account information from your Agency Invoice or Central Account at the transaction detail level, including:
 - ❖ Verify transactions
 - ❖ Identify merchant activity
 - ❖ Review account holder activity

Situations where you may use this function

- Review transaction details to verify account holder activity and merchant level data.

The screens you will use in this lesson

- Agency Invoice Search
- View Current Transactions or Agency Invoice
- Current Transaction Details or Agency Invoice Transaction Details
- Current Transaction or Agency Invoice
- Agency Invoice Account Holder Activity

Available hyperlinks

- Central Account Activity
- Account Holder Activity



What You Need to Know:

- You may view statements for the previous 13 months.
- The A/OPC has unrestricted access to all contents of the Agency Invoice within his/her span of control.

Key Terms

Agency Invoice	A list of all transactions that have posted to all the accounts within an Agency.
Central Account	The parent account for an agency. This account serves only to provide an umbrella for all charges to the individual accounts below it. The central account receives no transactions, but all IBAs below it receive their credit lines from it.
Current Invoice	Includes all transactions posted on the most recent invoice.
Current Transactions	Includes all transactions that have posted since the last billing cycle.

*Follow these steps to view Transaction Details
on your Agency's Invoice:*

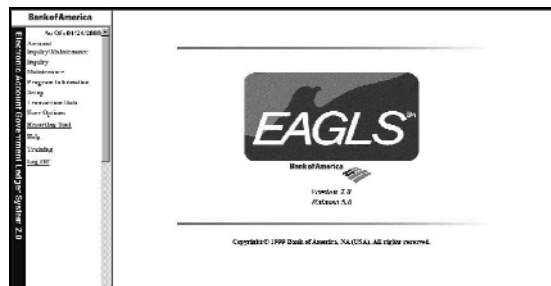
Step 1

ACTION

Click on **Transaction Data** from the **EAGLS Main Menu**.

RESULT

The available options within **Transaction Data** display.



Step 2

ACTION

Click on **Agency Invoice**.

RESULT

The **Agency Invoice Search** screen displays.



Step 3

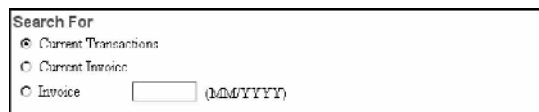
ACTION

Click on a **Search For** option:

- **Current Transactions** – displays all transactions posted to the account since the last billing cycle.
- **Current Invoice** – displays all transactions posted on the most recent invoice.
- **Invoice** – can select from the previous 13 months by typing in the date in MM/YYYY format.

RESULT

The selected **Search For** option is activated.



Follow these steps to view Transaction Details on your Agency's Invoice:

Step 4

ACTION

Click on a **Search By** option.

- **Account Number**
- **Hierarchy Depth**

RESULT

The selected **Search By** criteria displays.

***Note:** When using the **Hierarchy Depth Search By** option, multiple results may display. Click on the account you want to access.*

Search By

☐ Account Number

☐ Hierarchy Depth Current level Parent hierarchy

Level	Number	Description/Name
HL1	9020001	DEPARTMENT OF THE INTERIOR
HL2	0000001	OFFICE OF SURFACE MINING
HL3	3106829	ASST SECT POLICY, MGMT BUDGET
HL4	4106877	DEP ASST SECT-BUDGET & FIN
HL5	5106891	OFF OF ADMINSTR PRGRMNT EXC
HL6	<input type="text"/>	
HL7	<input type="text"/>	
HL8	<input type="text"/>	

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Step 5

ACTION

Click **Submit**.

RESULT

If you selected **Current Invoice** or **Invoice**, the **Agency Invoice** screen displays.

If you selected **Current Transactions**, the **View Current Transactions** screen displays.

***Note:** To view **Account Holder Activity**, go to **Step 9** for instructions.*

Agency Invoice

General Account Information

Agency Name: EAGLE TEST CO 9020001 L1

Central Account Name: CORP TEST AGCT 902003

Central Account #: 442660000016996

Master Accounting Code: 112234455667788

Program Type: Purchase

Billing Type: Central

Credit Limit: \$600,000.00

Invoice Date	06/21/2000	Closing Date	06/21/2000
Invoice Number	90250070001020	Balance of Invoice	\$31,833.33
Previous Balance	\$57,391.83	Amount in Dispute	\$0.00
Payments	\$0.00	Paid Due Amount	\$0.00
Credits	\$123,408.94	Number of Payments Paid Due	6
Purchases	\$29,172.43	Payment Due Date	09/16/2000
Finance Charges	\$7,854.94	Convenience Checks	\$0.00
Traveler's Checks	\$0.00	Available Credit	\$265,166.00
Cash Advances	\$0.00	Invoice Status	Invoice d

Central Account Activity Account Holder Activity

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Follow these steps to view Transaction Details on your Agency's Invoice:

Step 6

ACTION

Click on the **Central Account Activity** hyperlink.

RESULT

The **Current Transactions** or **Agency Invoice Transactions** screen displays.

***Note:** If transactions do not exist for the billing period, you will receive the following message:*
"No results found for this query."

Agency Invoice Transactions

Account: CORP HSI ACCT 8020001

Trans Date	Post Date	Trans Amount	Settle Billing	Merchant Name	Merchant	Trans Reference #	Trans Information
Trans	Type			City, State Zip	Category		to-merchant, to-bill-to, merchant, & Request, as defined
05/22/2000	05/22/2000	\$20,000.00	<input type="checkbox"/>	Central TEST PAYMENT	U	74001200000000000000	
Master Accounting Code: 11222344200007000							
04/11/2000	04/11/2000	\$20,000.00	<input type="checkbox"/>	Central TEST PAYMENT	U	74001200000000000000	
Master Accounting Code: 11222344200007000							
04/11/2000	04/11/2000	\$20,000.00	<input type="checkbox"/>	Central TEST PAYMENT	U	74001200000000000000	
Master Accounting Code: 11222344200007000							
04/11/2000	04/11/2000	\$20,000.00	<input type="checkbox"/>	Central TEST PAYMENT	U	74001200000000000000	
Master Accounting Code: 11222344200007000							
04/11/2000	04/11/2000	\$20,000.00	<input type="checkbox"/>	Central TEST PAYMENT	U	74001200000000000000	
Master Accounting Code: 11222344200007000							

Changes made on this screen must be confirmed before saving to another screen or they will be lost.
 Note: Once a transaction has been edited and submitted for certification, it may not be reedited.

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Step 7

ACTION

Click on the individual transaction amount you want to view.

RESULT

The **Current Transaction Details** or **Agency Invoice Transaction Details** screen displays.

Current Transaction Details

General Transaction Information

Amount of Charge/Credit	\$100.00	Billing Type	Central
Billed To	55000000000000000000	Merchant	1057
Merchant DUNS		Merchant	1099
Endorsement/Restrictions	<input type="checkbox"/>	Manual Reallocation Flag	AY

[Dispute Transaction](#)
[Transfer Transaction](#)

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Follow these steps to view Transaction Details on your Agency's Invoice:

Step 8

ACTION

Click **Cancel** to return to **Current Transactions** or **Agency Invoice Transactions** screen.

RESULT

The **Agency Invoice Transaction** or **Current Transactions** screen displays.

Agency Invoice Transactions									
Account: CORP TEST ACCT 000000									
Trans Date	Post Date	Trans Amount	Credit/Billing	Trans Type	Merchant Name	City/State	Zip	Merchant Category	Trans Reference #
1/20/2000	1/20/2000	\$2,161.86		Cancel	TEST PAYMENT	ROCKFORD, IL	61108	0	74161000400000000000
Master Account Code: 1122294450007788									
04/01/2000	04/01/2000	\$77,000.00		Cancel	TEST PAYMENT	ROCKFORD, IL	61108	0	74161000400000000000
Master Account Code: 1122294450007788									
04/01/2000	04/01/2000	\$204,201.00		Cancel	TEST PAYMENT	ROCKFORD, IL	61108	0	74401000400000000000
Master Account Code: 1122294450007788									
04/01/2000	04/01/2000	\$200,000.00		Cancel	TEST PAYMENT	ROCKFORD, IL	61108	0	74401000400000000000
Master Account Code: 1122294450007788									
04/01/2000	04/01/2000	\$1,183.36		Cancel	TEST PAYMENT	ROCKFORD, IL	61108	0	74161000400000000000
Master Account Code: 1122294450007788									
Changes made on this screen make the indicated button appear to assist screen as they will be used.									
(Note: Once a transaction has been entered and submitted for processing, it cannot be unsubmitted.)									
<div>Search</div> <div>Cancel</div>									
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Step 9

ACTION

Click on the **Account Holder Activity** hyperlink.

RESULT

The **Agency Invoice Account Holder Activity** screen displays.

Note: If there are multiple pages of transactions, the following options may appear at the bottom of the screen:

- **Next**
- **Revise Search**
- **Previous**
- **Cancel**

Agency Invoice Account Holder Activity					
Statement Date: 01/01/2000					
Account Number	Account Holder Name	Balance	Purchases	Cash Advances	Credits
4400000000000000	TEST ACCOUNT 0000	\$0.00	\$11,224.20	\$1,000.00	\$2,112.92
	Comcast Cable	\$1,700.00	Traveler Cable	\$270.00	Total Dispute: 78
4400000000000000	TEST ACCOUNT 0000	\$0.00	\$2,700.10	\$2,100.00	\$1,576.04
	Comcast Cable	\$1,870.00	Traveler Cable	\$550.00	Total Dispute: 90
4400000000000000	TEST ACCOUNT 0000	\$0.00	\$5,010.70	\$2,340.00	\$2,790.20
	Comcast Cable	\$2,301.04	Traveler Cable	\$107.00	Total Dispute: 31
4400000000000000	TEST ACCOUNT 0000	\$0.00	\$1,281.07	\$4,400.00	\$3,040.00
	Comcast Cable	\$3,500.00	Traveler Cable	\$1,000.00	Total Dispute: 31
4400000000000000	TEST ACCOUNT 0000	\$0.00	\$37,011.33	\$1,100.00	\$4,707.45
	Comcast Cable	\$2,607.84	Traveler Cable	\$1,100.00	Total Dispute: 81
4400000000000000	TEST ACCOUNT 0000	\$0.00	\$1,100.00	\$9,000.00	\$1,700.00
	Comcast Cable	\$1,100.00	Traveler Cable	\$1,100.00	Total Dispute: 50

Lesson 2 *Viewing Transaction Details on Individual Statements*

Description

The A/OPC or account holder may access the individual statement in order to view transaction information. Within the individual statement you may review individually billed and centrally billed charges at the transaction level, statement totals and statement messages.

What you will need before you begin

- Account number
- or
- Hierarchy level number within your span of control

In this lesson you will learn

- How to review and verify transactions on individual statements for both individually billed accounts (IBA's) and centrally billed accounts (CBA's)

Situations where you may use this function

- Initiate a dispute (account holder)
- Certify a transaction
- Order a sales draft
- Research a discrepancy

The screens you will use in this lesson

- Individual Statement Search
- Current Transactions
- Individual Statement
- Individual Statement Transactions
- Current Transaction Details
- Individual Statement Transaction Details

Available hyperlinks

- View Statement Transactions
- Statement Inserts (currently not available)
- Request Sales Draft
- Transfer Transaction (agency dependant)
- Match Transaction
- Dispute Transaction (account holder)



What You Need to Know:

- Within the Individual Statement screen, you can access and review individually billed and centrally billed charges at the transaction level, statement totals, and statement messages.
- You can view and print statements for the previous 13 months.
- The A/OPC and the account holder have access to all contents of the Individual Statement within their span of control.

Key Terms

Not applicable

Follow these steps to view Transaction Details on Individual Statements:

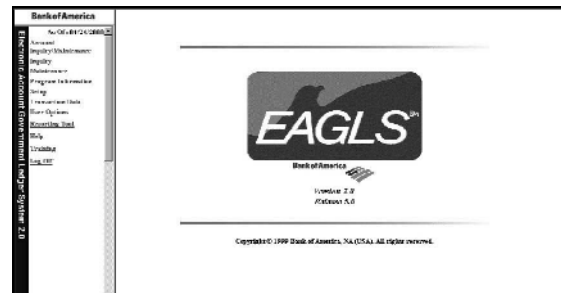
Step 1

ACTION

Click on **Transaction Data** from the **EAGLS Main Menu**.

RESULT

The available options within **Transaction Data** display.



Step 2

ACTION

Click on **Individual Statement**.

RESULT

The **Individual Statement Search** screen displays.

Individual Statement Search

Search For: ☐ Current Transactions ☐ Current Statement ☐ Statement

Sort Transactions By: (MM/YYYY)

Search By: ☐ Account Number ☐ Transaction Date

Current Level: Branch:

Level	Number	Description/Name
TL1	0000001	DEPARTMENT OF THE INTERIOR
TL2	0000001	OFFICE OF SOUTHWESTERN
TL3	2304250	ASST SECY FOR ENVIRONMENT
TL4	4106777	SW ASST SECY BUDGET & FIN
TL5	5106901	OFF OF ADMINSTR & ACCOUNTING
TL6		

Step 3

ACTION

Click on a **Search For** option.

- **Current Transactions (default option)** allows you to view all transaction activity since the last statement.
- **Current Statement will display** all transactions posted on the most recent statement.
- **Statement** allows you to select a statement from the previous 13 months by typing in the date in the MM/YYYY format.

Search For

☒ Current Transactions ☐ Current Statement ☐ Statement

Sort Transactions By: (MM/YYYY)

Transaction Post Date:

Transaction Amount:

Transaction Status:

Merchant Name:

*Note: The **Sort Transaction By** function allows you to sort transactions by:*

- **Transaction Post Date**
- **Transaction Amount**
- **Transaction Status**
- **Merchant Name**

RESULT

The selected **Search For** option is activated.

Follow these steps to view Transaction Details on Individual Statements:

Step 4

ACTION

Click on a **Search By** option and enter the data:

- Account Number
- Hierarchy Depth

*Note: The account holder role will not have a **Search By** option to select.*

RESULT

Search By

☐ Account Number

☐ Hierarchy Depth

Level	Number	Description/Name
HL1	9050001	DEPARTMENT OF THE INTERIOR
HL2	0000001	OFFICE OF SURFACE MINING
HL3	3106800	ASST SECY POLICY, MGMT BUDGET
HL4	4106877	DEP ASST SECY BUDGET & FIN
HL5	5106891	OFF OF ADMINSTR. PROCURMENT EXC
HL6		

The selected **Search By** criteria displays.

Step 5

ACTION

Click **Submit**.

*Note: When using the **Hierarchy Depth Search By** option, multiple results may display. Click on the account you want to access.*

RESULT

Individual Statement

General Account Information			
Account Holder Name	TEST ACCOUNT		
Account Number	44800000000000000000		
Agency Name	FARMER TEST CO 9021029 L1		
Agency ID	25		
Agency Hierarchy	9021029		
Single Purchase Limit	\$0.00		
Credit Limit	\$0.00		
Available Credit	\$0.00		
Statement Date	04/04/2011		
Statement Status	Issued		

Individual Billing Information			
Past Due Amount	\$0.00	Previous Balance	\$975.38
Number of Payments Past Due	0	Payments	\$2,599.64
Payment Due Date	07/01/2011	Credits	\$500.00
Treasury's Check Amount	\$45.00	Fees	\$216.40
Total Dispute Amount	\$0.00	Finance Charges	\$0.00
Cash Advance Amount	\$2,670.00	Convenience Check Amount	\$0.00
Current Payment Due	\$872.88	Purchases	\$0.00

If you selected **Current Statement** or **Statement**, the **Individual Statement** screen displays.

*Note: The following hyperlinks are available only from the **Individual Statement** screen:*

- View Statement Transactions
 - Statement Inserts
- (currently not available)

If you selected **Current Transactions**, the **Current Transactions** screen displays. Go to **Step 7**.

Lesson 3 *Allocating Centrally Billed Transactions*

Description

The A/OPC or account holder may allocate centrally billed transactions to another accounting code other than the default code assigned at the time of the transaction. The available allocation methods allow you to allocate a transaction or transactions to one or more accounting codes.

What you will need before you begin

- Account number
- or
- Hierarchy level number within your span of control

In this lesson you will learn

- How to:
- Allocate centrally billed transactions to a specific cost center or accounting code using three different methods:
 - ❖ Quick Allocation - Allocates the entire transaction to another accounting code
 - ❖ Detail Allocation - Allows a single transaction to be distributed across more than one accounting code
 - ❖ Group Allocation - Allows the allocation of a group of transactions to either a single accounting code (many to one) or to several accounting codes (many to many)
 - Construct an Accounting Code
 - Add or modify Segment Values of an Accounting Code using Browse
 - Add to the Favorites List

Situations where you may use this function

- When a transaction needs to be allocated to another accounting code
- When codes other than the default code are prompted at the transaction initiation

The screens you will use in this lesson

- Cost Allocation Search
- Cost Allocation Multiple Account Summary
- Cost Allocation Search Results
- Favorites List
- Cost Allocation
- Cost Allocation Verification
- Cost Allocation Confirmation

Available hyperlinks

Not applicable



What You Need to Know:

- When a transaction enters EAGLS, an accounting code is automatically assigned by the system based on the individual account default, the central account default, or the default based on the Merchant Category Code of the transaction. However, the accounting code may be changed through the Cost Allocation function that allows a transaction to be allocated across one or more accounting codes.
- Cost Allocation applies only to centrally billed transactions. When you select the cost allocation function, only centrally billed transactions display on the screen.
- Searches by first name and zip/postal code are optional with the Last Name Search.
- If invalid codes are detected, the summary screen is refreshed with an additional line beneath the accounting code, displaying the code with the incorrect segment bolded.
- An A/OPC can perform cost allocations on transactions for individual accounts within his/her hierarchy.
- A Designated Billing Officer (DBO) can perform cost allocations on transactions for central accounts within his/her hierarchy.
- An individual account holder can only perform cost allocation for CBA transactions on his/her own account.

The following rules apply to Favorites Lists:

- The Favorites List is associated with a User ID. A user can access only his/her Favorites List.
- While the Favorites List names do not have to be unique, the accounting code associated with a Favorite name must be unique within its accounting center.
- If an account holder has more than one role, he/she must change to the role associated with an accounting code in order to modify or add a favorite code.
- You will be able to create and maintain a list of up to 50 frequently used accounting codes.
- If an account holder has more than one account, he/she must change accounts in the User Options function in order to modify or add a favorite code for a particular account.

There are three allocation methods available to you:

- 1) Quick Allocation: You can perform a "quick allocation" by entering an accounting code from your Favorites List on the Cost Allocation Search Results screen. This method allocates the entire transaction amount to a single accounting code.
- 2) Detailed Allocation: You can perform a "detailed allocation" on the **Cost Allocation** screen, which allows you to distribute a transaction across more than one accounting code. Using the detailed allocation method allows you to add comments and use the Percentage feature. The Percentage feature allows you to cost allocate using percents instead of dollar amounts.



What You Need to Know:

- 3) Group Allocation: You can perform a "group allocation" on the Cost Allocation screen , which allows you to distribute a group of transactions to one or many accounting codes. Only the Percentage feature is available through this function.

Your Agency may choose between Free Form Comments or Segmented Comments.

- Free Form Comments are associated with a specific allocation and are a maximum of 100 characters.
- Segmented Comments may be associated with each of the defined accounting code segments. Agencies can choose to change from Free Form Comments to Segmented Comments and vice versa.
- Segmented Comments must be predefined at Accounting Center set-up.

Cost Allocation cannot be performed on the following transactions:

- Payments made to Bank of America
- Transactions in dispute status
- Transactions that have been transferred
- Transactions that have posted after the agency defined allocation time

The following rules apply to Detailed Allocations:

- Debit and credit allocations are allowed within detailed allocations if allowed by the accounting center.
- If provided by the merchant, the passenger name will display in the Airline Transaction Information section of the Cost Allocation screen.

The following rules apply to Group Allocations:

- Allows allocation only by percentages
- Half percentages are not allowed
- Up to 20 transactions may be selected per search results screen. For more allocations, you must complete the first 20 before proceeding to the next search screen.
- Debit and credit amounts must be allocated separately.

Key Terms

Accounting Code

A 64-digit code within EAGLS that is associated to a transaction through the agency's accounting center.

Cost Allocation

Accounting tool within EAGLS that allows a user to spread the cost of an individual transaction or a group of transactions across several cost centers or general ledgers.

Follow these steps to allocate a Centrally Billed Transaction: Cost Allocation Search:

Step 1

ACTION

Click on **Cost Allocation** from the **Transaction Data Main Menu**.

RESULT

The **Cost Allocation Search** screen displays.

Cost Allocation Search

To perform partial name searches on non numeric fields, enter partial search criteria followed by an asterisk (*).
 For: Ascending Use "A" in the Last Name field.
 will find last names such as "Jones" and "Johnson".
 Note: Partial searches take longer to complete than exact searches.

Search For:
☒ Not Allocated
☐ Allocated
☒ Not Certified
☐ Certified
☐ All

Sort By: Transaction Date
☒ Ascending ☐ Descending

Search By:
☐ Transaction Date: [] to [] (MM/DD/YYYY)
☒ Account Number: [4400100000000000]
☐ Last Name: []

Optional Criteria with Last Name:
 First Name: []
 Zip/Postal Code: []

Step 2

ACTION

Click on the desired **Search For** options:

- Not Allocated (default option)
- Not Certified (default option)
- Allocated
- Certified
- All

RESULT

The selected **Search For** criteria displays.

Note: A **Sort By** option is available but not required.

Sort By

- Transaction Date
- Merchant Name
- Dollar Amount
- Ascending or descending order for all sort types

Search For

☒ Not Allocated
☐ Allocated
☒ Not Certified
☐ Certified
☐ All

Sort By: Transaction Date
☒ Ascending ☐ Descending

Step 3

ACTION

Click on the **Search By** options desired and type in the criteria:

- Transaction Date
- Account Number
- Last and First Name
- Zip/Postal Code
- Business Phone
- Social Security Number
- Hierarchy Depth

Browse Hierarchy

RESULT

The desired **Search By** criteria displays.

Search By

☐ Transaction Date: [] to [] (MM/DD/YYYY)
☒ Account Number: [4400100000000000]
☐ Last Name: []

Optional Criteria with Last Name:
 First Name: []
 Zip/Postal Code: []

☐ Business Phone: [] (Home Only)
☐ Social Security #: []- []- [] (Home Only)
☐ Hierarchy Depth: [Current Level]

Level	Number	Description/Name
HL1	9025001	TRANSACTOR COMPANY
HL2		
HL3		
HL4		
HL5		
HL6		
HL7		

*Follow these steps to allocate a Centrally Billed Transaction:
Cost Allocation Search:*

Step 4

ACTION

Click **Submit**.

RESULT

Cost Allocation Search Results screen displays.

*Note: The **Cost Allocation Multiple Account Summary** screen displays when the search returns multiple results, click on an account number to hyperlink to the **Cost Allocation Search Results** screen.*

Cost Allocation Multiple Account Summary				
Search Criteria				
Transaction Date 06/01/2010 to 04/12/2010				
Account Name	Account Number	Zip/Postal Code	Business Phone	Social Security #
PLATE DEF TEST ACCT 9021014	44668100000022681	22510	7574414537	999-98-7777
W21A, TEST ACCOUNT	4466810000009143	22510	7574414516	325-32-2323
02H, TEST ACCOUNT, TEST	4466810000009497	22510	7574414346	665-55-5555
101A, TEST ACCOUNT	5568810000013133	23110		000-00-0000
102B, TEST ACCOUNT	5568810000029101	22510		000-00-0000
105C, TEST ACCOUNT	5568810000035412	22510	1111111111111111	000-00-0000
105D, TEST ACCOUNT	5568810000035427	22510		000-00-0000
105E, TEST ACCOUNT	5568810000039445	22510		000-00-0000
121A, TEST ACCOUNT	44668100000331011	23110		000-00-0000
121B, TEST ACCOUNT	44668100000321029	22510	5555555555555555	000-00-0000
121C, TEST ACCOUNT	44668100000321037	22510		000-00-0000
121D, TEST ACCOUNT	44668100000321045	23110		000-00-0000
23A, TEST ACCOUNT	4466810000009794	22510		000-00-0000
23B, TEST ACCOUNT	4466810000009677	22510		000-00-0000
23C, TEST ACCOUNT	4466810000009800	23110		000-00-0000
23D, TEST ACCOUNT	4466810000009693	22510		000-00-0000

Follow these steps to allocate a Centrally Billed Transaction: Performing a Quick Allocation

Step 1

ACTION

Click on the drop down box ▼ from the **Cost Allocation Search Results** summary screen, which contains your favorites list.

The screenshot shows a web interface with a dropdown menu. The selected option is 'OFFICE SUPPLIES'. Below the dropdown, there is a text field containing '2000/DBADM/AIC30AGA211C/211C'. To the right, there are checkboxes for 'UNITED 016770627/836' and 'ACNT FEE 090503828320', and a value '15480'.

RESULT

A list of available favorites displays.

Note: An accounting code may be manually entered in the code field.

Step 2

ACTION

Click on an accounting code name.

The screenshot shows the same web interface as Step 1. The 'OFFICE SUPPLIES' accounting code name is now highlighted in the dropdown menu. The text field below it still contains '2000/DBADM/AIC30AGA211C/211C'.

RESULT

The accounting code name is highlighted.

Step 3

ACTION

Click **Submit**.

RESULT

The **Cost Allocation Search Results** summary screen is refreshed with new accounting codes.

Note: The screen is refreshed with new codes and the **Transaction Information** status code displays "A" for allocated.

If invalid codes are detected, the **Cost Allocation Invalid Accounting Code** screen appears. Click **OK** to return to the search results screen and type over highlighted and italicized incorrect code with correct accounting code.

The screenshot shows the 'Cost Allocation Search Results' screen. It displays a table with columns: 'Trans. #', 'Alloc.', 'Trans. Date', 'Trans. Amount', 'Currency', 'Merchant Name', 'Trans. Information', 'Status', and 'Accounting Center Name'. The table contains five rows of transaction data. The first row shows a transaction with a status of 'A' (allocated). The second row shows a transaction with a status of 'A' and a highlighted accounting code. The third row shows a transaction with a status of 'A' and a highlighted accounting code. The fourth row shows a transaction with a status of 'A' and a highlighted accounting code. The fifth row shows a transaction with a status of 'A' and a highlighted accounting code.

Follow these steps to allocate a Centrally Billed Transactions: Performing a Detailed Allocation

Step 1

ACTION

Click on the dollar amount hyperlink of the transaction to be allocated from the **Cost Allocation Search Results** screen.

RESULT

The **Cost Allocation** screen displays.

***Note:** The default number of distribution lines is five. If more than five distribution lines are needed, type the number in the **Number of Accounting Code Distributions** box and click **Create**. The number displays in the box and the screen is refreshed with the new number of distributions. A maximum of 20 distribution lines can be created.*

The screenshot shows the 'Cost Allocation' screen. At the top, there's a 'Jump To Transaction Information' link. Below it, the 'Default Accounting Code' is '11100000/000000'. The 'Number of Accounting Code Distributions' is set to 5, with a 'Create' button next to it. The main table has columns for '# Accounting Code & Description', 'Debit/ Credit', 'Percent', and 'Dollar Amount'. There are 5 rows, each with a 'Browse', 'Favorites', and 'Comment' button. At the bottom, there are fields for 'Total Amount Allocated' and 'Remaining Amount', and 'Submit' and 'Cancel' buttons.

Step 2

ACTION

Select an accounting code and a description in the **Accounting Code and Description** field, using one of the following methods:

- Manual entry
- **Browse**
- **Favorites**

RESULT

Manual Entry - accounting code and its description display in the **Accounting Code** field. Go to **Step 5** to continue.

Browse - the **Construct Accounting Code** pop-up screen displays.

***Note:** Go to the **Construct Accounting Code** procedures in this section.*

Favorites - the **Favorites List** screen displays. Go to **Step 3**.

This screenshot is similar to the one in Step 1, but the first row of the distribution table is now populated. The '# Accounting Code & Description' field contains '11100000/000000'. The 'Debit/ Credit' field has a dropdown menu open, showing 'Debit' and 'Credit' options. The 'Percent' and 'Dollar Amount' fields are empty. The 'Browse', 'Favorites', and 'Comment' buttons are still present. The rest of the screen remains the same.

Follow these steps to allocate a Centrally Billed Transactions: Performing a Detailed Allocation


Step 3

ACTION

Click on a favorite code from the **Favorites List** screen.

RESULT

The favorite code is highlighted and the accounting code and its description display.



Favorite List

OFFICE SUPPLIES
TEXT

Select Cancel

Form Fields Below Are For Display Purposes Only

Accounting Code
222456787054321

Accounting Code Description
NATIONAL BUSINESS COOKING ADMINISTRATION

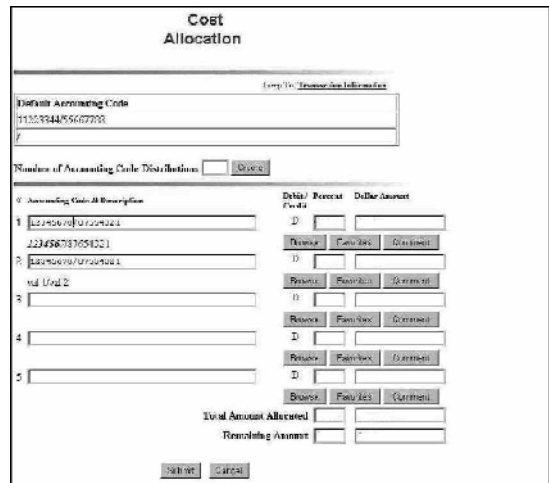
Step 4

ACTION

Click **Select**.

RESULT

The **Cost Allocation** screen displays with the accounting code and description updated.



Cost Allocation

Jump To Transaction Information

Default Accounting Code
222456787054321

Default Accounting Code Description
NATIONAL BUSINESS COOKING ADMINISTRATION

Number of Accounting Code Distributions

#	Accounting Code & Description	Debit	Percent	Dollar Amount
1	222456787054321	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	222456787054321	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	222456787054321	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	222456787054321	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	222456787054321	<input type="text"/>	<input type="text"/>	<input type="text"/>

Total Amount Allocated

Resolving Amount

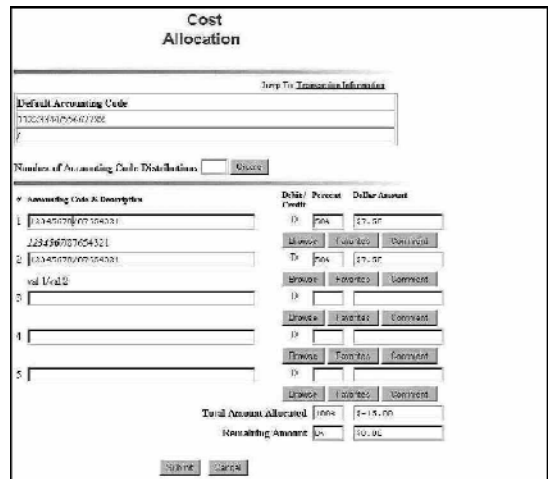
Step 5

ACTION

Type the percentage in the **Percent** field or the dollar amount in the **Dollar Amount** field to allocate the transaction.

RESULT

The **Percent** or the **Dollar Amount** entered displays. The system will automatically populate the other field not completed by the user.



Cost Allocation

Jump To Transaction Information

Default Accounting Code
222456787054321

Default Accounting Code Description
NATIONAL BUSINESS COOKING ADMINISTRATION

Number of Accounting Code Distributions

#	Accounting Code & Description	Debit	Percent	Dollar Amount
1	222456787054321	1	25.00	
2	222456787054321	1	25.00	
3	222456787054321	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	222456787054321	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	222456787054321	<input type="text"/>	<input type="text"/>	<input type="text"/>

Total Amount Allocated 1004

Resolving Amount 10.00

Follow these steps to allocate a Centrally Billed Transactions: Performing a Detailed Allocation

Step 6

ACTION

Click **Comment**.

RESULT

Depending on the option selected during Accounting Center Setup, a pop-up window will display one of the following:

- Free Form Comments - Go to **Step 7**.
- Segmented Comments - Go to **Step 9**.

Step 7

ACTION

Click in the **Comments** box and type the comment to associate with the allocation to enter Free Form Comments.

RESULT

The comment entered displays in the **Comments** box.

Step 8

ACTION

Click **Submit**.

RESULT

The pop-up window closes, and the comment is saved with the allocation. The **Cost Allocation** screen displays. Go to **Step 11** to continue.

Accounting Code & Description	Debit/ Credit	Percent	Dollar Amount
11122344/0067788	D	100	14.00
12345678/0012345	D	100	47.00
11122344/0067788	D	100	47.00
11122344/0067788	D	100	47.00
11122344/0067788	D	100	47.00

Total Amount Allocated: 14.00
Remaining Amount: 46.00

Follow these steps to allocate a Centrally Billed Transactions: Performing a Detailed Allocation

Step 9

ACTION

Click in the **Comments** field and type a comment for each of the segments listed to enter Segmented Comments.

RESULT

The **Segmented Comments** display for each segment name listed.

#	Segment Name	Length	Comments
1	Treak Melissa	10	this is a
2	Cooky Chris	10	test only
3	Mighty Mike	10	a test
4	Super Steve	10	
5	Looney Liana	12	
6	Silly Steph	12	

Submit Clear Cancel

Step 10

ACTION

Click **Submit**.

RESULT

The pop-up window closes, and the comments are saved with the allocation. The **Cost Allocation** screen displays.

Cost Allocation

Jump To Transaction Information

Default Accounting Code: 1122244/5567788

Number of Accounting Code Distributions: 6 **Check**

#	Accounting Code & Description	Debit/Credit	Percent	Dollar Amount
1	123456789/012345678	D	50%	\$7.50
	123456789/012345678	Balance	Forwards	Forward
2	123456789/012345678	D	50%	\$7.50
	123456789/012345678	Balance	Forwards	Forward
3		D		
		Balance	Forwards	Forward
4		D		
		Balance	Forwards	Forward
5		D		
		Balance	Forwards	Forward
Total Amount Allocated		100%		\$15.00
Remaining Amount		0%		\$0.00

Submit Cancel

Step 11

ACTION

Follow **Steps 2-6** above to continue to allocate each distribution, then click **Submit**.

RESULT

The **Cost Allocation Verification** screen displays when all codes are valid.

Note: If invalid codes are detected, the summary screen is refreshed with an additional line beneath the accounting code, displaying the code with the incorrect segment **bolded**, and *italicized*. Type over ncorrect segment to correct.

Cost Allocation Verification

The following cost allocation information has been entered

Default Accounting Code: 1122244/5567788

Accounting Code & Description	Debit/Credit	Percent	Dollar Amount
123456789/012345678	D	50%	\$7.50
Comment			
123456789/012345678	D	50%	\$7.50
Comment			
Total Amount			(\$15.00)

General Transaction Information

Amount of Charge/Verify	\$15.00	Billing Type	Central
-------------------------	---------	--------------	---------

Follow these steps to allocate a Centrally Billed Transactions: Performing a Detailed Allocation

Step 12

ACTION

Click **OK**.

RESULT

The **Cost Allocation Search Results** screen displays.

Note: If errors are noted, click **Revise** to correct.

To save changes on this page, please click on the Submit button below.							
Account TEST ACCOUNT01A							
Line	Group	Trans	Trans	Trans	Trans	Trans	Trans
1	<input type="checkbox"/>	DAVID000	\$15.00	<input type="checkbox"/>	TEST PFA PERMIT	IF	TEST IT 001500
[Revise] [OK] [Cancel] [Print]							
2	<input type="checkbox"/>	DAVID000	\$15.00	<input type="checkbox"/>	TEST PFA PERMIT	IF	TEST IT 001500
[Revise] [OK] [Cancel] [Print]							
3	<input type="checkbox"/>	DAVID000	\$15.00	<input type="checkbox"/>	TEST PFA PERMIT	IF	TEST IT 001500
[Revise] [OK] [Cancel] [Print]							
4	<input type="checkbox"/>	DAVID000	\$15.00	<input type="checkbox"/>	TEST PFA PERMIT	IF	TEST IT 001500
[Revise] [OK] [Cancel] [Print]							
5	<input type="checkbox"/>	DAVID000	\$15.00	<input type="checkbox"/>	TEST PFA PERMIT	IF	TEST IT 001500

Follow these steps to allocate a Centrally Billed Transaction: Performing a Group Allocation:

Step 1

ACTION

Click on the checkbox next to the transactions to be group allocated from the **Cost Allocations** Search screen.

RESULT

Checkmarks display next to selected transactions.

Note:

- A group of transactions can be allocated to a single accounting code or to several accounting codes.
- Up to 20 allocations are allowed per search results screen. For more allocations, you must complete the first 20 before proceeding to the next search results screen.
- Debit and credit amounts must be allocated separately.

Step 2

ACTION

Click **Group Alloc** for group allocation.

RESULT

The **Group Allocation** screen displays.

Note: System will verify that the transactions selected are attached to the same Accounting Center ID. If not, this error message will display: "The selected transactions must reside in the same Account Center before Group Allocation can be performed."

*Follow these steps to allocate a Centrally Billed Transaction:
Performing a Group Allocation:*

Step 3

ACTION

Select an accounting code and description in the **Accounting Code and Description** field, using one of the following methods:

- **Manual entry**
- **Browse**
- **Favorites**

RESULT

Manual Entry - accounting code and its description display in the **Accounting Code** field. Go to **Step 6** to continue.

Browse - the **Construct Accounting Code** pop-up screen displays.

*Note: Go to the **Construct Accounting Code** procedures in this section.*

Favorites - the **Favorites List** screen displays. Go to **Step 4**.

Step 4

ACTION

Click on a favorite code from the **Favorites List** screen.

RESULT

The favorite code is highlighted and the accounting code and its description display.

Follow these steps to allocate a Centrally Billed Transaction: Performing a Group Allocation:

Step 5

ACTION

Click **Select**.

RESULT

The **Group Allocation** screen displays with the accounting code and description updated.

Group Allocation

Number of Accounting Code Distributions **Create**

#	Accounting Code & Description	Percent	Previous	Facilities	Comment
1	111111111/222222222/333333333/444444444 Segment 1/Segment 2/Segment 3/Segment 4				
2	111111111/222222222/333333333/444444444 Segment 1/Segment 2/Segment 3/Segment 4				
3	111111111/222222222/333333333/444444444 Segment 1/Segment 2/Segment 3/Segment 4				
4	111111111/222222222/333333333/444444444 Segment 1/Segment 2/Segment 3/Segment 4				
5	111111111/222222222/333333333/444444444 Segment 1/Segment 2/Segment 3/Segment 4				

Total Percentage Allocated

Remaining Percentage

Submit **Cancel**

Jump To: **Top Of Page**

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Step 6

ACTION

Type the percent to be allocated.

RESULT

The typed percent displays.

Note:

- Only percentages are allowed on group allocations, not dollar amounts.
- Half percents are not allowed.

Group Allocation

Number of Accounting Code Distributions **Create**

#	Accounting Code & Description	Percent	Previous	Facilities	Comment
1	111111111/222222222/333333333/444444444 Segment 1/Segment 2/Segment 3/Segment 4	10			
2	111111111/222222222/333333333/444444444 Segment 1/Segment 2/Segment 3/Segment 4	10			
3	111111111/222222222/333333333/444444444 Segment 1/Segment 2/Segment 3/Segment 4	10			
4	111111111/222222222/333333333/444444444 Segment 1/Segment 2/Segment 3/Segment 4	10			
5	111111111/222222222/333333333/444444444 Segment 1/Segment 2/Segment 3/Segment 4	10			

Total Percentage Allocated

Remaining Percentage

Submit **Cancel**

Jump To: **Top Of Page**

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*Follow these steps to allocate a Centrally Billed Transaction:
Performing a Group Allocation:*

Step 7

ACTION

Click **Comment**.

RESULT

A pop-up window displays one of the following (depending on the option selected during **Accounting Center Set-up**):

- **Free Form Comments** - Go to **Step 8**
- **Segmented Comments** - Go to **Step 10**

Step 8

ACTION

Click in the **Comments** box and type the comment to associate with the allocation to enter **Free Form Comments**.

RESULT

The comment entered displays in the **Comments** box.

Step 9

ACTION

Click **Submit**.

RESULT

The pop-up window closes and the comment is saved with the allocation. The **Group Allocation** screen displays. Go to **Step 12** to continue.

*Follow these steps to allocate a Centrally Billed Transaction:
Performing a Group Allocation:*

Step 10

ACTION

Click in the **Comments** field and type a comment for each of the segments listed to enter **Segmented Comments**.

RESULT

The **Segmented Comments** display for each segment name listed.

#	Segment Name	Length	Comments
1	Freak Melissa	10	this is a
2	Cooky Chris	10	test only
3	Mighty Mike	10	a test
4	Super Steve	10	
5	Looney Liana	12	
6	Silly Steph	12	

Submit Clear Cancel

Step 11

ACTION

Click **Submit**.

RESULT

The pop-up window closes and the comments are saved with the allocation. The **Group Allocation** screen displays.

Group Allocation

Number of Accounting Code Distributions: **Go**

#	Accounting Code & Description	Percent	Remove	Facilities	Comment
1	1111111111/2222222222/3333333333/4444444444	20			
2	1111111111/2222222222/3333333333/4444444444 Segment 1/Segment 2/Segment 3/Segment 4	20			
3	1111111111/2222222222/3333333333/4444444444 Segment 1/Segment 2/Segment 3/Segment 4	20			
4	1111111111/2222222222/3333333333/4444444444 Segment 1/Segment 2/Segment 3/Segment 4	20			
5	1111111111/2222222222/3333333333/4444444444 Segment 1/Segment 2/Segment 3/Segment 4	20			

Total Percentage Allocated:
Remaining Percentage:

Submit Cancel

Jump To: Top Of Page

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Step 12

ACTION

Follow **Steps 2 - 7** above to continue to group allocate, then click **Submit**.

RESULT

The **Group Allocation Verification** screen displays when all codes are valid.

***Note:** If invalid codes are detected, the summary screen is refreshed with an additional line beneath the accounting code, displaying the code with the incorrect segment **bolded and italicized**. Type over incorrect segment to correct.*

Group Allocation Verification

Accounting Code & Description	Percent
1111111111/2222222222/3333333333/4444444444/5555555555/6666666666	20
Comment:	
Accounting Code & Description	Percent
1111111111/2222222222/3333333333/4444444444/5555555555/6666666666 Segment 1/Segment 2/Segment 3/Segment 4/Segment 5/Segment 6	20
Comment:	
Accounting Code & Description	Percent
1111111111/2222222222/3333333333/4444444444/5555555555/6666666666 Segment 1/Segment 2/Segment 3/Segment 4/Segment 5/Segment 6	20
Comment:	
Accounting Code & Description	Percent
1111111111/2222222222/3333333333/4444444444/5555555555/6666666666 Segment 1/Segment 2/Segment 3/Segment 4/Segment 5/Segment 6	20
Comment:	

*Follow these steps to allocate a Centrally Billed Transaction:
Performing a Group Allocation:*

Step 13

ACTION

Click **OK**.

RESULT

The **Cost Allocation Search Results** screen displays.

*Note: If errors are noted, click on **Revise** to correct.*

Cost Allocation Search Results						
To save changes on this page, please click on the Submit button below.						
ACCOUNT: TEST ACCOUNT0000000000						
Line Group #	Alloc.	Trans Date	Trans Amount	Center Trans	Merchant Name	Trans Information Invoice A-Amount
1	<input checked="" type="checkbox"/>	04/01/2000	3700.00	<input type="checkbox"/>	TEST SALES CREDIT	N COMPANY1
[Default] [OK] [XX]						
2	<input checked="" type="checkbox"/>	04/01/2000	800.00	<input type="checkbox"/>	TEST CASH CREDIT	N COMPANY1
[Default] [OK] [XX]						
3	<input checked="" type="checkbox"/>	04/01/2000	2200.00	<input type="checkbox"/>	TEST CASH CREDIT	N COMPANY1
[Default] [OK] [XX]						
4	<input checked="" type="checkbox"/>	04/01/2000	3120.00	<input type="checkbox"/>	TEST CASH CREDIT	N COMPANY1
[Default] [OK] [XX]						
5	<input type="checkbox"/>	04/01/2000	3120.00	<input type="checkbox"/>	TEST CASH CREDIT	N COMPANY1

*Follow these steps to allocate a Centrally Billed Transaction:
Construct an Accounting Code using Browse:*

Step 1

ACTION

Click on the drop down box▼ and select a segment from the **Segment** text box to construct an accounting code online, from the **Construct Accounting Code** screen.

RESULT

The selected **Segment** displays are highlighted.

Step 2

ACTION

Click **Browse Segment**.

RESULT

A list of **Valid Segment Values** displays.

Step 3

ACTION

Click on the appropriate **Valid Segment Value**.

RESULT

The **Segment Value** is highlighted.

Follow these steps to add or modify Segment Values of an Accounting Code using Browse:

Step 1

ACTION

Click on the dropdown box ▾ and select a Segment from the **Segment** box

RESULT

The selected segment displays are highlighted.

Note: Only the selected Segment displays, the unselected segment displays character fillers

The screenshot shows the 'Construct Accounting Code' window. The 'Accounting Code and Description' field contains '2000032000ADM-AICBAG/211R /NATL HST PRES COM/ADMINISTRATION/'. The 'Segment' dropdown menu is open, showing a list of segments: (1) HAY HENRY, (2) HAY HENRY, (3) ACCOUNT CODE, (4) HAY HENRY, and (5) HAY HENRY. The 'Add Segment Value' field is empty. The 'Browse Segment' button is highlighted.

Step 2

ACTION

Click in the **Add Segment Value** text box.

RESULT

The cursor displays in the **Add Segment Value** text box.

The screenshot shows the 'Construct Accounting Code' window. The 'Segment' dropdown menu is still open, showing the same list of segments. The 'Add Segment Value' field now has a cursor in it, indicating it is ready for input.

Step 3

ACTION

Type data to be changed or modified.

RESULT

The data typed displays in the **Add Segment Value** text box.

Note: This procedure provides a quick way to add or change an existing accounting code without the need to create a new code.

The screenshot shows the 'Construct Accounting Code' window. The 'Add Segment Value' field now contains the text 'BOND/AMC30/VA'. The 'Browse Segment' button is highlighted.

Follow these steps to add or modify Segment Values of an Accounting Code using Browse:

Step 4

ACTION

Click **Add Segment**.

RESULT

A **Segment Value Verification** message displays at the bottom half of the screen.

The screenshot shows the 'Construct Accounting Code' dialog box. The 'Accounting Code and Description' field contains '20000320/DBADM-AIC06AJ 5/211K /NATL HST PRES COUNC-ADMINISTRATION/'. The 'Segment' field contains '3 ACCOUNT CODE'. The 'Browse Criteria' field is empty. The 'Add Segment Value' field contains 'DBADM-AIC06AFS'. The 'Add Segment' button is highlighted.

Step 5

ACTION

Click **OK** to verify.

RESULT

The screen refreshes to display the new code in the **Accounting Code and Description** field.

The screenshot shows the 'Construct Accounting Code' dialog box. The 'Accounting Code and Description' field contains '20000320/DBADM-AIC06AJ 5/211K /NATL HST PRES COUNC-ADMINISTRATION/'. The 'Segment' field contains '3 ACCOUNT CODE'. The 'Browse Criteria' field is empty. The 'Add Segment Value' field contains 'DBADM-AIC06AFS'. The 'OK' button is highlighted.

*Follow these steps to allocate a Centrally Billed Transaction:
Adding Accounting Codes to the Favorites List:*

Step 1

ACTION

Click **Add To Favorites** from the **Construct Accounting Code** screen after construction of an accounting code.

RESULT

The **Add To Favorites List** screen displays with the accounting code and its description.

Step 2

ACTION

Click in the **Favorites List Label** field and type a descriptive title for the accounting code.

RESULT

The description displays in the **Favorites List Label** field.

Step 3

ACTION

Click **Submit**.

RESULT

The **Construct Accounting Code** screen displays.

***Note:** If the descriptive label has been used previously, an error page displays stating "invalid name, previously used." Click **OK** to return to the **Add To Favorites List** screen and continue with **Step 2**.*

Lesson 4 *Transferring Transactions Between Accounts*

Description

An A/OPC or account holder may transfer a transaction to another account through the transfer transaction function. This allows you to re-assign a transaction charged to an individually billed account that should have been charged to a centrally billed account and vice-versa.

What you will need before you begin

- A transaction that was charged to one account that should be charged to another account

In this lesson you will learn

- How to transfer transactions between accounts

Situations where you may use this function

- An account holder uses their IBA to pay for an expense that would normally be allocated to a centrally billed account.
- A DBO or A/OPC wants to reassign incorrectly posted CBA transactions to the appropriate IBA.

The screens you will use in this lesson

A/OPC or Account Holder

- Current Transaction Details
or Individual Statement Transaction Details
- Transfer Transaction
- Transfer Transaction Verification
- Transfer Transaction Confirmation

DBO or A/OPC with DBO authorization level only

- Agency Invoice Transactions
- Central Account Activity
- Transaction Details
- Transfer Transaction
- Transfer Transaction Verification
- Transfer Transaction Confirmation

Available hyperlinks

- View Statement Transactions
- Transfer Transaction



What You Need to Know:

- This functionality is only for the Integrated Card program.
- This process cannot be reversed through EAGLS (there is no undo function) once the transaction has been queued.
- A transfer cannot occur on payments, fees, (except cash advance fees) or interagency transactions. In addition, a transfer cannot occur on a transaction that is in a dispute status.
- A transfer cannot occur on transactions for accounts that have been closed for the following reasons: Deceased, Charged Off, Lost/Stolen, or Bankrupt.
- The DBO, A/OPC and account holder can initiate a transfer from an Individually Billed Account (IBA) to a Centrally Billed diversion account (CBA). Requests made by your account holders will be queued to the DBO or A/OPC with DBO authority for approval.
- Transfers from Centrally Billed Accounts to Individually Billed Accounts can be initiated by the account holder, A/OPC or DBO. After the DBO or A/OPC approves a transfer, those requests are queued for automatic processing.
- A/OPC's and DBO's cannot initiate a transfer on their own IBA unless they change their role to account holder. Those requests are queued and are worked by another DBO or A/OPC at their level or above.
- Requests made by the DBO or A/OPC on account other than their personal account, will go directly into the queue as approved.
- Transfer Transaction is a batch process that is not posted until the nightly processing occurs.

Key Terms

Transaction Transfer

A transaction that should be allocated from an individual account to its diversion account. This occurs only on Integrated programs with diversion accounts. A transaction transfer moves the billing of a transaction from one account to another.

Follow these steps to transfer a transaction between accounts:

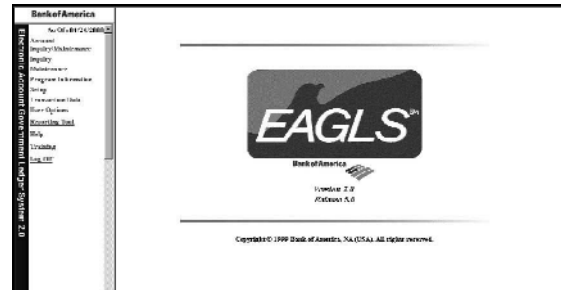
Step 1

ACTION

Click on **Transaction Data** from the **EAGLS Main Menu**.

RESULT

The available options within **Transaction Data** display.



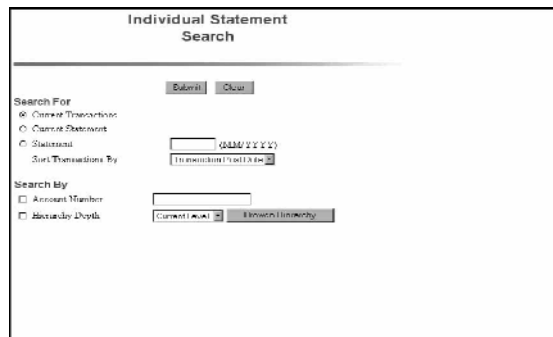
Step 2

ACTION

Click on **Individual Statement**.

RESULT

The **Individual Statement Search** screen displays.



Step 3

ACTION

Select a **Search For** option.

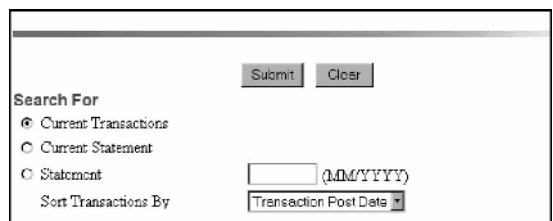
- **Current Transactions** - allows you to view all transaction activity since the last statement
- **Current Statement** - will display all transactions posted on the most recent statement.
- **Statement** - allows you to select a statement from the previous 13 months by typing in the date in the MM/YYYY format.

*Note: The **Sort Transaction By** function allows you to sort transactions by:*

- **Transaction Post Date**
- **Transaction Amount**
- **Transaction Status**
- **Merchant Name**

RESULT

The selected **Search For** button is activated.



Follow these steps to transfer a transaction between accounts:

Step 4

ACTION

Select a **Search By** option and type in the criteria if necessary.

- **Account Number**
- **Hierarchy Depth**
- Browse Hierarchy**

*Note: The account holder role will not have a **Search By** option to select.*

RESULT

The selected **Search By** criteria displays.

*Note: When using the **Hierarchy Depth Search By** option, multiple results may display. Click on the account you want to access.*

Search By

☐ Account Number

☐ Hierarchy Depth

Level	Number	Description/Name
III.1	9050001	DEPARTMENT OF THE INTERIOR
III.2	0000001	OFFICE OF SURFACE MINING
III.3	3106850	ASST SECY POLICY, MGMT BUDGET
III.4	4106877	DEF ASST SECY-BUDGET & TIN
III.5	5106891	OFF OF ADMINSTR PRCURMENT EXC
III.6	<input type="text"/>	
III.7	<input type="text"/>	
III.8	<input type="text"/>	

Step 5

ACTION

Click **Submit**.

RESULT

If you selected **Current Statement** or **Statement**, the **Individual Statement** screen displays.

The following hyperlinks are available only from the **Individual Statement** screen:

- **View Statement Transactions**
- **Statement Inserts**
(currently not available)

If you selected **Current Transactions**, the **Current Transactions** screen displays. Go to **Step 7**.

Individual Statement

General Account Information

Account Holder Name	DEF ACCOUNT
Account Number	4406810000079669
Agency Name	64043100010000000000
Agency ID	03
Agency Hierarchy	9020023
Single Purchase Limit	\$0.00
Credit Limit	\$0.00
Available Credit	\$0.00
Statement Date	04/04/2000
Statement Status	Issued

Individual Billing Information

Pay Due Amount	\$0.00	Previous Balance	\$375.88
Number of Payments Past Due	0	Payments	\$5,599.64
Payment Due Date	07/01/2000	Credits	\$553.78
Transfer's Check Amount	\$45.00	Fees	\$275.40
Total Dispute Amount	\$0.00	Finance Charges	\$0.00
Cash Advance Amount	\$2,670.00	Convenience Checks Amount	\$0.00
Current Payment Due	\$012.88	Purchases	\$0.00

Follow these steps to transfer a transaction between accounts:

Step 6

ACTION

Click on the **View Statement Transactions** hyperlink from the **Individual Statement** screen.

RESULT

The **Individual Statement Transactions** screen displays.

Note: If multiple pages of transactions exist, the following options may display:

- **Search**
- **Submit**
- **Next**

Trans Date	Post Date	Trans Amount	Cash/Debit	Merchant Name	Merchant Category	Trans Reference #	Trans Information
04/18/2000	04/18/2000	\$16.33	<input type="checkbox"/>	Individual ATM CASH ADVANCE FEE	0	7440101010000014054	Master Accounting Code: 7440101010000014054
04/18/2000	04/18/2000	\$16.33	<input type="checkbox"/>	Individual ATM CASH ADVANCE FEE	0	7440101010000014054	Master Accounting Code: 7440101010000014054
04/18/2000	04/18/2000	\$16.33	<input type="checkbox"/>	Individual ATM CASH ADVANCE FEE	0	7440101010000014054	Master Accounting Code: 7440101010000014054
04/18/2000	04/18/2000	\$16.33	<input type="checkbox"/>	Individual ATM CASH ADVANCE FEE	0	7440101010000014054	Master Accounting Code: 7440101010000014054
04/18/2000	04/18/2000	\$16.33	<input type="checkbox"/>	Individual ATM CASH ADVANCE FEE	0	7440101010000014054	Master Accounting Code: 7440101010000014054
04/18/2000	04/18/2000	\$16.33	<input type="checkbox"/>	Individual ATM CASH ADVANCE FEE	0	7440101010000014054	Master Accounting Code: 7440101010000014054
04/18/2000	04/18/2000	\$16.33	<input type="checkbox"/>	Individual ATM CASH ADVANCE FEE	0	7440101010000014054	Master Accounting Code: 7440101010000014054
04/18/2000	04/18/2000	\$16.33	<input type="checkbox"/>	Individual ATM CASH ADVANCE FEE	0	7440101010000014054	Master Accounting Code: 7440101010000014054
04/18/2000	04/18/2000	\$16.33	<input type="checkbox"/>	Individual ATM CASH ADVANCE FEE	0	7440101010000014054	Master Accounting Code: 7440101010000014054
04/18/2000	04/18/2000	\$16.33	<input type="checkbox"/>	Individual ATM CASH ADVANCE FEE	0	7440101010000014054	Master Accounting Code: 7440101010000014054

Step 7

ACTION

Click on the transaction dollar amount to view transaction details.

RESULT

The **Individual Statement Transaction Details** screen or **Current Transaction Details** screen displays.

General Transaction Information			
Amount of Charge/Debit	\$16.33	Posting Type	Individual
Billed To	1480810000009669	Merchant 1057	
Merchant DUNS		Merchant 1099	
Endorsement/Restrictions	<input type="checkbox"/>	Manual Reconciliation Flag	2%
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>			
Transfer Transaction			
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Step 8

ACTION

Click on the **Transfer Transaction** hyperlink.

RESULT

The **Transfer Transaction** screen displays.

*Note: For account holder-initiated transactions, the transfer will be queued to the DBO or A/OPC who has authority over the selected account. The transfer requests will be available for review from the **Queued Requests** function.*

Transaction Information			
Transaction Date	Posting Date	Amount	Transaction Status
04/18/2000	04/18/2000	\$16.33	Initiated
Merchant Name	City	State	Zip
REGULAR CASH ADVANCE FEE			
Trans. Ref. #	Merchant 1057	Merchant 1099	Merchant ID No
7440101010000013992			
Debit or Credit	MOET		
Debit	0		
Default Accounting Code			
7440101010000013992			
Transfer From			
1480810000009669			
Comments			
Please correct this charge and place on correct account			
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>			
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Follow these steps to transfer a transaction between accounts:

Step 9

ACTION

Tab to the **Comments** text box and type the reason for the transfer or any comments that are to be attached with the transaction being transferred.

RESULT

The typed comments display.

Step 10

ACTION

Click **Submit**.

RESULT

The **Transfer Transaction Verification** screen displays.

Step 11

ACTION

Verify that all information is correct and click **OK**.

RESULT

The **Transfer Transaction Confirmation** screen displays.

Note: For account holder initiated transactions, the transfer will be queued to the DBO who has authority over the selected account. The transfer requests will be available for review from the **Queued Requests** function.

Lesson 5 *Using the Match Transaction Function to Offset a Merchant Credit*

Description

The Match Transaction function is utilized when a merchant credit is received. You need to match the credit to the original transaction to ensure proper offset.

What you will need before you begin

- A merchant credit that can be matched to the original transaction

In this lesson you will learn

- How to offset a credit with an original debit transaction using the Match Transaction hyperlink

Situations where you may use this function

- A merchant has credited your account and you want to match the credit with the original debit transaction.
- To ensure that the correct transaction amount was credited to your account.

The screens you will use in this lesson

- Current Transaction Detail or Individual Statement Transaction Detail
- Match Transaction hyperlink
- Possible Matching Debit Transactions
- Matched Verification
- Matched Confirmation

Available hyperlinks

- Match Transaction



What You Need to Know:

- The Match Transaction function is available only if a merchant has issued a credit transaction. From the credit detail transaction screen, you will be able to access the **Match Transaction** hyperlink.
- The **Possible Matching Debit Transactions** screen will display the possible matches by dollar amount and merchant name.

Key Terms

Merchant Credit A credit from a merchant for a particular transaction

Follow these steps to offset a Merchant Credit:

Step 1

ACTION

Click on the **Match Transaction** hyperlink from the **Current Transaction Detail** or **Individual Statement Transaction Detail** screen of a credit transaction.

RESULT

The **Possible Matching Debit Transactions** screen displays.

Possible Matching Debit Transactions			
General Account Information			
Account Name		AF&L BOOKS	
Account Number		5568180004963081	
Match Billing Type	Trans. Date	Description of Monthly Activity	Amount
<input type="radio"/> 1	02/28/2000	WYNDHAM HOTELS METROCE PHOENIX AZ 2000/6300/CDW01 #####261A	\$337.23
<input type="button" value="Match"/> <input type="button" value="Cancel"/>			
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Step 2

ACTION

Click on the radio button that matches the transaction in the **Match** section.

RESULT

The **Match** radio button is activated.

Match Billing Type	Trans. Date	Description of Monthly Activity	Amount
<input checked="" type="radio"/> 1	02/28/2000	WYNDHAM HOTELS METROCE PHOENIX AZ 2000/6300/CDW01 #####261A	\$337.23
<input type="button" value="Match"/> <input type="button" value="Cancel"/>			

Step 3

ACTION

Click **Match** at the bottom of the screen.

Note: You may click **Cancel** to return to the **Transaction Details** screen.

RESULT

The **Match Transaction Verification** screen displays.

Match Transaction Verification	
The Credit Number: (75568120118815000332066) Amount: \$337.23 Post Date: 04/28/2000	
will be matched	
with Debit Number: (89541860058093237000744) Amount: \$337.23 Post Date: 02/28/2000	
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	
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Follow these steps to offset a Merchant Credit:

Step 4

ACTION

Verify that all information is correct and click **OK**.

RESULT

The **Match Transaction Confirmation** screen displays.

Match Transaction Confirmation	
The Credit Number: (75568120118815000331066)	
Amount: \$337.23	
Post Date: 04/28/2000	
will be matched	
with Debit Number: (69541860655099237000744)	
Amount: \$337.23	
Post Date: 02/28/2000	
OK	
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Step 5

ACTION

Click **OK**.

RESULT

The **Current Transaction Detail** or **Individual Statement Transaction Detail** screen displays.

Individual Statement Transaction Details			
General Transaction Information			
Amount of Charge/Credit	\$30.00	Posting Type	Normal
Bill To	44-88-9600000000000000	Merchant ID	1057
Merchant DUNS		Merchant ID	1099
Endorsement/Restrictions	<input type="checkbox"/>	Manual Reallocation Flag	No
Fleet Transaction Information			
Fuel Unit Price	1.142	Purchase Time	8:57
Fuel Sale Amount	\$30.00	Service Type	No Service
Fuel Type		Fuel Product Code	200
Driver ID	0000000	Odometer Reading	0000000
Vehicle Number	0000000	Product Type Code	0
Customer Reference Number		Maintenance Purchase Order Number	
CAPS Number		Reimbursement Indicator	
Item Sequence Number		Message ID	

Lesson 6 *Requesting a Sales Draft***Description**

You may request a sales draft in order to obtain a copy of the transaction for expense or recording purposes. The **Request Sales Draft** functionality automates and speeds the process of receiving the draft copy.

What you will need before you begin

- An account number
- Transaction Information

In this lesson you will learn

- How to request a sales draft online using the **Request Sales Draft** hyperlink

Situations where you may use this function

- You have confirmed that a charge is correct but need a sales draft for expense purposes or recording purposes.

The screens you will use in this lesson

- Current Transaction Detail or Individual Statement Transaction Detail
- Request Sales Draft hyperlink
- Request Sales Draft

Available hyperlinks

- Request Sales Draft

**What You Need to Know:**

- A sales draft may not be requested for an account that has been closed with a fraud or lost/stolen status.
- Sales drafts may not be requested for the following types of transactions: Fees, ATM Cash Advances, Convenience Checks, Traveler's Checks, and Mail Order or Telephone Order Transactions.
- You should expect to receive the sales draft within 35-47 days, depending on whether the charge is domestic or international. The sales draft will be mailed to the address of record for the specified account.
- The Request Sales Draft functionality should not be used to verify that a charge is valid. If you do not recognize a charge or believe it is incorrect, you should place the item into dispute status. This can be done via EAGLS through the Dispute Transaction function, or by calling the GCSU for assistance.
- Do not use the Request Sales Draft function if the transaction has previously been placed in a dispute status. Placing a transaction into dispute status starts the process of researching the transaction within the Government Claims Department, which may include ordering a sales draft.

Key Terms

Sales Draft

The transaction receipt.

Follow these steps to request a Sales Draft:

Step 1

ACTION

Click on the **Request Sales Draft** hyperlink from the **Individual Statement Transaction** detail screen or the **Current Transaction Detail** screen.

RESULT

The **Request Sales Draft** screen displays.

Request Sales Draft	
You are about to request a sales draft for the following transaction:	
Account Information	
Account Number	44860800000014478
Account Name	TEST ACCOUNT09P
Merchant Information	
Name	COASTAL MET 12212460
City	MUSKOGEE
State	AL
Transaction Information	
Post Date	06/16/1999
Transaction Date	06/16/1999
Reference Number	48410199160001212469
Transaction Amount Total	\$20.00
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	
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Step 2

ACTION

Click **Submit**.

RESULT

The **Request Sales Draft Confirmation** screen displays.

Request Sales Draft Confirmation	
You have successfully submitted a request for a sales draft.	
<input type="button" value="OK"/>	
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Step 3

ACTION

Click **OK**.

RESULT

The **Individual Statement Transaction Detail** or **Current Transaction Detail** screen displays.

Individual Statement Transaction Details			
General Transaction Information			
Amount of Charge/Credit	\$20.00	Billing Type	Standard
Bill To	44860800000014478	Merchant ID	1057
Merchant DUNS	Merchant 1099		
Endorsement Restrictions	<input type="checkbox"/>	Manual Recalculation Flag	No
Fleet Transaction Information			
Fuel Unit Price	1.142	Purchase Time	0557
Fuel Sale Amount	\$20.00	Service Type	No Service
Fuel Type		Fuel Product Code	200
Driver ID	0000000	Odometer Reading	0000000
Vehicle Number	0000000	Product Type Code	0
Customer Reference Number		Maintenance Order Number	
CAPS Number		Reimbursement Indicator	
Item Sequence Number		Message ID	

Lesson 7 *Disputing a Transaction***Description**

You may dispute a transaction when you question the validity of the transaction.

What you will need before you begin

- An account number and the transaction information

In this lesson you will learn

- How to dispute a questionable transaction that has posted to an account holder's Individually Billed Account.

Situations where you may use this function

- You need to dispute a transaction that you do not recognize as a valid charge.

The screens you will use in this lesson

- Individual Statement Search
- Current Transaction Detail
- Individual Statement
- Dispute Transaction

Available hyperlinks

- Dispute Transaction

**What You Need to Know:**

- The dispute function is for account holders.
- An A/OPC can dispute transactions on a vehicle account.
- Placing Voyager accounts into dispute through EAGLS is not possible at this time.
- An A/OPC can dispute transactions that are directly billed to a central account.

IMPORTANT: The dispute must be initiated within 60 days of the statement date on which the transaction posted.

Key Terms**Transaction Dispute**

A disagreement between the card holder or account holder and the merchant with respect to a transaction.

Follow these steps to dispute a Transaction

Step 1

ACTION

Click on the **Dispute Transaction** hyperlink from the **Current Transaction Detail** or **Individual Statement Transaction Detail** screen.

RESULT

The **Dispute Transaction** screen displays.

Dispute Transaction	
Account Information	
Account Number	5568860000009990
Account Name	CORP TEST ACCT 9025027
Agency Name	EAGLE TEST CO 9025027 L1
Merchant Information	
Name	TEST MISC FEE DEBIT
City	MONTEROSE
State	CO
Transaction Information	
Post Date	04/04/2000
Transaction Date	04/09/2000
Reference Number	77568120110115000016927
Transaction Amount Total	\$12.00
Dispute Amount	<input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	
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Step 2

ACTION

Type in the amount of the dispute in the **Dispute Amount** field.

RESULT

The edited dispute amount displays in the **Dispute Amount** field.

Dispute Transaction	
Account Information	
Account Number	5568860000009990
Account Name	CORP TEST ACCT 9025027
Agency Name	EAGLE TEST CO 9025027 L1
Merchant Information	
Name	TEST MISC FEE DEBIT
City	MONTEROSE
State	CO
Transaction Information	
Post Date	04/04/2000
Transaction Date	04/09/2000
Reference Number	77568120110115000016927
Transaction Amount Total	\$12.00
Dispute Amount	\$11.00
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	
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Step 3

ACTION

Click **Submit**.

RESULT

The **Dispute Transaction Verification** screen displays.

Dispute Transaction Verification	
You are about to dispute the charges for the following transaction	
Account Information	
Account Number	5568860000009990
Account Name	CORP TEST ACCT 9025027
Agency Name	EAGLE TEST CO 9025027 L1
Merchant Information	
Name	TEST MISC FEE DEBIT
City	MONTEROSE
State	CO
Transaction Information	
Post Date	04/04/2000
Transaction Date	04/09/2000
Reference Number	77568120110115000016927
Transaction Amount Total	\$12.00
Dispute Amount	\$12.00
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	
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Follow these steps to dispute a Transaction

Step 4

ACTION

Click **OK**.

RESULT

The **Dispute Transaction Confirmation** displays.

Dispute Transaction Confirmation	
<p>You have successfully submitted the dispute of charges for \$12.00 for the transaction with Reference Number 75568120110115000016027</p> <p>OK</p>	
<p>Copyright © 1999 Bank of America, NA (USA). All rights reserved.</p>	

Step 5

ACTION

Click **OK**.

RESULT

The **Individual Statement Transaction Detail** or **Current Transaction Detail** screen displays.

Individual Statement Transaction Details			
General Transaction Information			
Amount of Charge/Credit	\$20.00	Billing Type	Normal
Billed To	44383600000000000000000000000000	Merchant 1037	
Merchant DUNS		Merchant 1099	
Endorsement/Restrictions	<input type="checkbox"/>	Manual Reallocation Flag	No
Fleet Transaction Information			
Fuel Unit Price	1.142	Purchase Time	8:57
Fuel Sale Amount	\$20.00	Service Type	No Service
Fuel Type		Fuel Product Code	200
Driver ID	0000000	Odometer Reading	0000000
Vehicle Number	0000000	Product Type Code	0
Customer Reference Number		Maintenance Purchase Order Number	
CAPS Number		Reimbursement Indicator	
Item Sequence Number		Message ID	

Reporting Tool: Generating Reports

Overview

The purpose of the **Reporting Tool** function is to allow the A/OPC to generate online reports to assist him/her in the management of the card program. In addition, certain reports are available in Raw Data. To further assist the A/OPC in the management of the card program, Info Analyzer 7.0, a third party software, is provided to enhance the reporting tool.

In this chapter you will learn

- About the EAGLS Reporting Tool interface
- About the various EAGLS online reports available to help you manage your agency's card program
- How to schedule online reports
- How to view online reports
- How to receive a report in Raw Data format
- About the Delinquency suite of reports available to help you better manage your program
- About the Exceptions and Authorizations/Declines reports available to help you better manage your program.
- How to use Info Analyzer's enhanced online reporting functions list

Lesson 1: Accessing the EAGLS Reporting Tool

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Benefits and advantages

The EAGLS online reporting tool provides you with:

- Regularly updated and time-sensitive information related to reports
- An easy-to-navigate, customizable interface to use for selecting, scheduling, and viewing reports
- Scheduling and sorting options for each report type that allow you to specify the data you want to view and how it is presented
- Accurate tracking of expenditures by hierarchy
- Detailed individual account holder transaction data
- Summary information at hierarchy and agency levels, including subtotals, totals, and grand totals
- Flexible scheduling options

**Benefits and
advantages
(Continued)**

- Ability to download reports and save files on network drives or your personal hard drive
- Ability to reschedule reports based on existing report parameters
- Ability to receive select reports in Raw Data format for import into spreadsheet and database applications

Features of the Info Analyzer include:

- Reports are transmitted 20 to 50 times faster than HTML
- The option of viewing reports immediately or saving them for future review
- Ability to send reports to a printer or e-mail them without staying connected to EAGLS
- Easy-to-read report layouts
- Ability to search within reports
- Ability to customize report fields
- Ability to extract data from large reports
- Ability to export report data to other applications including Microsoft Excel, Microsoft Word, HTML, and text formats

Lesson 1 *Accessing the EAGLS Reporting Tool*

Description

The **Reporting Tool** is accessed directly from a link on the EAGLS main menu. This feature allows you to run reports on your accounts and/or agencies to manage your card program.

What you will need before you begin

- A workstation with internet access
- An EAGLS ID and password
- Access to report data

In this lesson you will learn

- How to:
- Access the EAGLS reporting tool
 - Work with the reporting tool interface
 - Customize the reporting tool interface

Situations where you may use this function

- When you need access to the online reporting tool in order to schedule, download, and view reports

The screen you will use in this lesson

- EAGLS Reports menu

Available hyperlinks

Not applicable



What You Need to Know:

- Use the **Reporting Tool** function to access the Reports window. Through the Reports window you will schedule and view all the reports within your span of control.
- A separate logon is not required to enter the Reporting tool.
- When you select **Reporting Tool** from the EAGLS Main Menu, you are automatically logged out of EAGLS. You will need to sign back on to EAGLS to perform other on-line functions.
- If you have multiple roles, be sure you are logged onto EAGLS with a default role that allows access to the **Reporting Tool** functionality.



What You Need to Know:

- The **Reports** section is structured in a tree format, similar to a directory tree. Reports are listed by category. When you expand the list for each report category, you will see a list of the available report types within that category. This format allows you to view the entire menu of report options at a glance without scrolling, while providing an additional level of detail for each menu option that you can view with a single click of the mouse.

Customizing the Reports Interface

The reporting tool allows you to customize your user options in the following ways:

Select a default viewer for all reports.

- This gives you the option of selecting a viewer that you will use the majority of the time, eliminating the need to select a viewer each time you schedule and run a report. Info Analyzer is the initial default.
- The default setting is not permanent. You can return to the Options window to change the default at any time.
- Even though you set the default for all reports, you have the option of changing the viewer option for specific reports.

Customize the list of Reports you see on the Reports menu.

- You can customize your Reports menu to display only the reports you use most frequently. This will save time for users who have access to a large number of reports.
- You can only use Info Analyzer if it has been accepted by your agency's Program Manager and Information Systems department. If you are not sure of whether your agency uses Info Analyzer, please contact your agency Program Manager or your Bank of America Account Manager.
- The Details window for each report gives you the option of changing the viewer for an individual report without changing the default for all reports.

**What You Need to Know:****Available Report Formats.**

Format	File Extension	Description
Info Analyzer	.rpt	<p>A third party software application which contains easy-to-use features that allow you to:</p> <ul style="list-style-type: none"> • Print • Navigate to different sections of large reports • Drill down on summary information • Zoom in on report content • Search for specific records in a report • Sort records • Customize reports <p>Also contains options to export data into other applications such as Word, Excel, HTML, and other applications and file formats. (see <i>Using Info Analyzer lesson</i>)</p>
Microsoft Word	.doc	A common word processing application used to generate documents, such as correspondence.
Microsoft Excel	.xls	A common spreadsheet application used for reporting and calculations.
HTML	.htm	Hypertext Markup Language. A set of programming codes that make information viewable through a Web browser, such as Internet Explorer or Netscape. Information could be either textual or numeric.
Rich Text Format	.rtf	A generic text format that can be imported into a number of different word processing or spreadsheet applications.
Comma Separated Values	.csv	A simplified file format that saves only the text and values displayed in the table cells of a report and removes all other formatting. Report structure is preserved in that each column of data is separated by commas, and each row of data ends with a carriage return.
Data Interchange Format	.dif	Used for transfer of data between different spreadsheet formats.
Lotus 1-2-3	.wks	A common spreadsheet application used for reporting and calculations.

Key Terms

Default

The initial selection or display on a screen.

Report Viewer

The file format in which you choose to download report data. This could be a desktop application, such as a spreadsheet or word processor, or a file format that can be imported into an application, such as Rich Text Format, or Data Interchange Format. EAGLS provides you with a variety of options for downloading and viewing reports.

***Note:** You must have access to these applications from your PC in order to view reports through them.*

Follow this step to access the Reporting Tool:

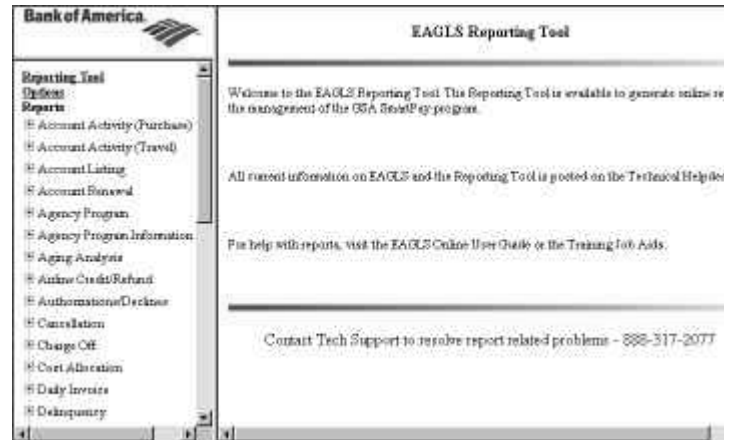
ACTION

Click on **Reporting Tool** on the EAGLS Main Menu.

RESULT

The **EAGLS Reports** window displays.

Notice that the Reports window is divided into two main sections. The left side contains the Reports menu, listing the online reports available to you.



Menu Option	Description
Options	Allows you to select a default report viewer and customize the reports listed on the Reports menu.
Reports	Lists the online reports available to you in an expandable tree format.

Follow these steps to view the options in the Reports menu:

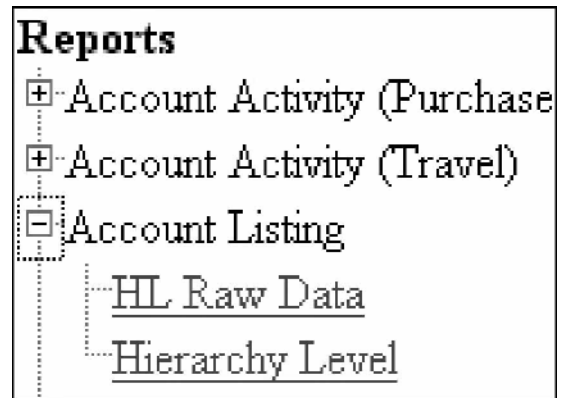
Step 1

ACTION

Click ☐ beside the report category name to expand the list below each report category.

RESULT

A list of report types within that category displays, and ☐ turns into ☐.



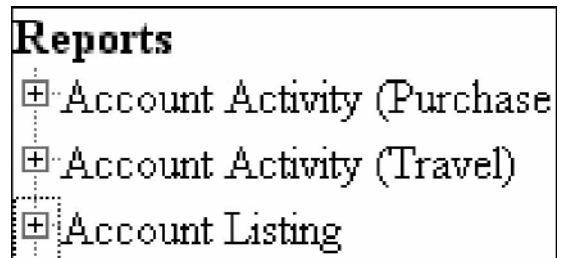
Step 2

ACTION

To collapse the list back up, click ☐.

RESULT

The list of report types closes, and the ☐ beside the report category name turns back into ☐.



Follow these steps to select a default viewer:

Step 1

ACTION

Click on **Options** on the Reports menu.

RESULT

The Options window displays.

Customize the appearance and operation of your Reporting Tool.

Default Report Viewer: Info Analyzer [v] Submit

Select Reports you do not want to see.

- ☐ Account Activity (Purchase)
- ☐ Account Activity (Travel)
- ☐ Account Listing
- ☐ Account Renewal
- ☐ Agency Program
- ☐ Agency Program Information
- ☐ Airline Credit/Refund
- ☐ Cancellation
- ☐ Daily Invoice
- ☐ Delinquency
- ☐ Exceptions
- ☐ Maintenance Requests
- ☐ Mastercard 1099
- ☐ Miscellaneous Expense
- ☐ Monthly Audit
- ☐ New Accounts
- ☐ Pre Suspension

Step 2

ACTION

Click the down box in the **Default Report Viewer** field to view the list of available report formats.

RESULT

The following available report formats are displayed:

- **Info Analyzer (default setting)**
- **Microsoft Word**
- **Microsoft Excel**
- **HTML**
- **Rich Text Format**
- **Comma Separated Values**
- **Data Interchange Format**
- **Lotus 1-2-3**

Customize the appearance and operation of your Reporting Tool.

Default Report Viewer: Info Analyzer [v] Submit

- Info Analyzer
- Microsoft Word
- Microsoft Excel
- HTML
- Text
- Rich Text Format
- Comma Separated Values
- Data Interchange Format
- Lotus 1-2-3

For information about each of these formats, see "What You Need to Know".

Follow these steps to select a default viewer:

Step 3

ACTION

Click on the appropriate report format.

RESULT

The selected report format displays.

Customize the appearance and operation of your Reporting Tool.

Default Report Viewer:

Step 4

ACTION

Click **Submit** to initiate the change.

RESULT

The Default Report Viewer is designated.

Customize the appearance and operation of your Reporting Tool.

Default Report Viewer:

***Note:** Every report you generate will be in the format you selected as the default, until you change the default again. However, you can change the format on an individual report without changing the default.*

Follow these steps to customize the Reports menu:

Step 1

ACTION

Click on **Options** in the Reports menu.

RESULT

The Options window displays, including a section titled **Select Reports you do not want to see.**

Select Reports you do not want to see.

- ☐ Account Activity (Purchase)
- ☐ Account Activity (Travel)
- ☐ Account Listing
- ☐ Account Renewal
- ☐ Agency Program
- ☐ Agency Program Information
- ☐ Airline Credit/Refund
- ☐ Cancellation
- ☐ Daily Invoice
- ☐ Delinquency
- ☐ Exceptions
- ☐ Maintenance Requests
- ☐ Mastercard 1099
- ☐ Miscellaneous Expense
- ☐ Monthly Audit
- ☐ New Accounts
- ☐ Pre-Suspension
- ☐ Statistical Summary (Purchase)
- ☐ Statistical Summary (Travel)
- ☐ Summary ATM/Traveler's Checks
- ☐ Summary Convenience Checks
- ☐ Summary Purchase

Step 2

ACTION

Click on the check box beside the appropriate report titles in the **Select Reports you do not want to see** section as follows:

- Click the check box to remove a report from your menu listing.
- Uncheck the check box to add a report to your menu listing.

RESULT

The selected report titles display as checked

Select Reports you do not want to see.

- ☒ Account Activity (Purchase)
- ☐ Account Activity (Travel)
- ☐ Account Listing
- ☒ Account Renewal
- ☒ Agency Program
- ☒ Agency Program Information
- ☒ Airline Credit/Refund
- ☒ Cancellation
- ☒ Daily Invoice
- ☐ Delinquency
- ☐ Exceptions
- ☒ Maintenance Requests
- ☒ Mastercard 1099
- ☒ Miscellaneous Expense
- ☒ Monthly Audit
- ☒ New Accounts
- ☒ Pre-Suspension
- ☒ Statistical Summary (Purchase)
- ☒ Statistical Summary (Travel)
- ☒ Summary ATM/Traveler's Checks
- ☒ Summary Convenience Checks
- ☒ Summary Purchase

Follow these steps to customize the Reports menu:

Step 3

ACTION

Click **Submit** at the bottom of the screen.

RESULT

The Reports menu on the left side of the screen will change to reflect only the reports you selected.

IMPORTANT: You must click **Submit** at the bottom of the screen for the changes to take effect.

Reports

- ☒ Account Activity (Travel)
- ☒ Account Listing
- ☒ Delinquency
- ☒ Exceptions

Lesson 2

Available EAGLS Reports

Description

There are various reports you can schedule and view in an online format. Knowledge of the available reports will assist the A/OPC in determining which report to view on a regular basis and also which report to customize to meet your reporting needs.

What you will need before you begin

- A request or need to review account or account holder information in a report format.

In this lesson you will learn

- How to:
- Understand the various types of online reports available to you from the EAGLS Reports menu
 - Identify the appropriate report that meets your reporting needs

Situations where you may use this function

- When you would like a broad understanding of the EAGLS reporting capabilities
- When you need to determine which report or reports will provide the data you need

The screen you will use in this lesson

- EAGLS reports

Available hyperlinks

Not Applicable



What You Need to Know:

- The reports you can schedule depend on your level of access. This will impact the report options you see in the Reports menu. In addition, you can only generate reports for the hierarchies within your span of control.
- If you have multiple roles, be sure you are logged on with a default role that allows you access to the **Reporting Tool** functionality.

Key Terms

Account Holder/ Cardholder	The individual in possession of a Government Card for a specific program.
Aging	The time period for measuring accounts past due. Accounts are "aged" in 30-day increments, and their status escalates as they progress through each delinquency cycle.
Authorizations/Declines	Refers to transactions that have either been accepted or rejected at the point-of-sale. A transaction must be authorized before it is posted to an account statement. Declined transactions will not be posted.
Delinquency	Failure to meet the payment due date as measured in 30-day increments. For example, an account that has received no payment for 15 days after the due date will be listed as 1 – 30 days delinquent. With each 30-day increment, the level of severity is increased.
Exception	A specified transaction type that is tracked. EAGLS provides exception reports that track specific Merchant Category Codes (MCCs), transactions over \$2,500, returned check fees, and ATM and cash withdrawals.
Posted Transactions	Transactions that have been authorized, gone through batch processing, and debited or credited to a specific account.
Program	The type of Government Card program your agency participates in. Can be either Purchase, Travel, Fleet, or Integrated.
Subtotals, Totals, Grand Totals	Incremental levels of totaling amounts within reports. Within a detail report, each section can have a subtotal and the entire report can have a total. Summary reports usually contain grand totals that roll up all totals from the detail reports.

(For information about delinquency statuses, see The Delinquency Reporting Lesson. For information about Merchant Category Codes, see Using the Exceptions Report and the Authorizations/Declines Report Lesson.)

Reports Functionality Matrix:

The following table describes the available EAGLS reports and their business uses by report category. It also includes frequency of data updates for each report.

(For assistance in selecting the appropriate report to meet your business needs, see the **REPORTS SELECTION MATRIX** section.)

Report Name (Category and Type)	Description and Use
Account Activity (Purchase) <ul style="list-style-type: none"> • Hierarchy Level <i>(For agencies with Purchase Card programs)</i>	<p>Description Displays all Purchase expenses for a specific account number within a given calendar month. Includes both active and inactive purchase program accounts, information on current and fiscal year account activity, and convenience check transactions. Provides totals and subtotals at both the agency and hierarchy level.</p> <p>Use Use this report to monitor account holders' purchase activity within specific hierarchies and agencies each month. It is useful to:</p> <ul style="list-style-type: none"> • Identify active accounts • Verify where Purchase cards are being used • Verify the amounts that were charged <p>This information can be useful in analyzing spending trends and forecasting budgets, detecting noncompliance activity, and tracking usage of convenience checks.</p> <p>Update Frequency Calendar Month with Fiscal Year-to-Date</p>
Account Activity (Travel) <ul style="list-style-type: none"> • Hierarchy Level <i>(For agencies with Travel Card programs)</i>	<p>Description Displays all Travel expenses for a specific account number within a given calendar month. Includes both active and inactive travel program accounts, as well as current and fiscal year account activity. Provides totals and subtotals at both the agency and hierarchy level.</p> <p>Use Use this report to monitor account holders' travel expenses within specific hierarchies and agencies each month. It is useful to:</p> <ul style="list-style-type: none"> • Identify active accounts • Verify where Travel cards are being used • Verify the amounts that were charged <p>This information can be useful in monitoring monthly travel volume, analyzing travel expense trends and forecasting travel budgets, and detecting noncompliance activity.</p> <p>Update Frequency Calendar Month with Fiscal Year-to-Date</p>

Report Name (Category and Type)	Description and Use
Account Listing <ul style="list-style-type: none"> • Hierarchy Level • Hierarchy Level – Raw Data 	<p>Description Lists all accounts within an agency and includes information necessary to identify and contact the account holder. Information is separated by centrally and individually billed accounts. Includes totals for number of account holders per hierarchy and per report, as well as the total credit limit per hierarchy and per reports. Does not provide specific transaction activity.</p> <p>Use Use this report to get an overview of accounts assigned to your hierarchy. It is useful to:</p> <ul style="list-style-type: none"> • Review account holder information for all accounts within your hierarchy • Review the open or closed status of all accounts • Verify hierarchy information. <p>Update Frequency Point in Time</p>
Account Renewal <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Provides detailed information for accounts that are within 90 days of their expiration date.</p> <p>Use Use this report to review accounts in your agency that are about to be renewed and determine if any accounts should be eliminated from the automatic renewal process.</p> <p>Update Frequency Point in Time</p>
Agency Program Information <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Provides a list of all participating agencies/organizations, bureaus, divisions, offices or other organizational elements for each agency.</p> <p>Use Use this report to view point of contact information (name, address, phone number) associated with individuals within each agency. Also used as a tool to update EAGLS.</p> <p>Update Frequency Point in Time</p>

Report Name (Category and Type)	Description and Use
Aging Analysis <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Provides summary information at HL1, HL2, and HL3 levels for delinquent and charged-off accounts. Information is separated by individually and centrally billed accounts, and is further sorted into categories of 30, 60, 90, 120, 150, and 180 days past due. Provides grand totals for each account status. Does not provide individual account or transaction information.</p> <p>Use Use this report to obtain summary delinquency information for your agency. It is useful in determining:</p> <ul style="list-style-type: none"> • The total number of accounts that are past due • The total dollar amounts past due, for individual hierarchies and for the entire agency. <p>Update Frequency Calendar Month Based on Billing Cycle</p>
Airline Credit/Refund <ul style="list-style-type: none"> • Agency Name • Hierarchy Level 	<p>Description This report lists all airline credits and refunds that have occurred during the month for both centrally and individually billed accounts.</p> <p>Use Use this report to determine whether airlines have processed refund requests or refunds associated with cancelled tickets.</p> <p>Update Frequency Calendar month</p>
Authorizations/Declines <ul style="list-style-type: none"> • Account Number • Hierarchy Level 	<p>Description Lists all transactions attempted against an account and details reasons for decline and type of purchase (mail order, ATM, purchase, cash). Transactions are selected by declines or approvals only to help track trends.</p> <p>Use Use this report to review accounts with declined charges, identify trends, and determine potential cause for action.</p> <p>Update Frequency User Selected Dates</p>

Report Name (Category and Type)	Description and Use
<p>Cancellation</p> <ul style="list-style-type: none"> • Hierarchy Level <p><i>Note: There are DOI and SBA specific versions of this report.</i></p>	<p>Description Lists information for accounts that have been cancelled or are within 10 days or less of being cancelled on a daily basis, including accounts over 126+ days past due. Cancelled accounts remain in this report until they are paid, aged out, or charged off from this delinquency level.</p> <p>Use Use the Cancellation report to view account-specific and cardholder-specific information for delinquent accounts, in order to identify accounts that require action prior to being charged-off.</p> <p>Update Frequency Monthly Based on Cycle</p>
<p>Cancellation Summary</p> <ul style="list-style-type: none"> • Hierarchy Level <p><i>Note: There are DOI and SBA specific versions of this report</i></p>	<p>Description Lists information for accounts that have been cancelled or are within 10 days or less of being cancelled. Cancellation occurs when the required payment is not made 126 days from the billing date. A cancelled account is contained in this report until it is paid, aged out, or charged-off from this delinquency level. The report provides:</p> <ul style="list-style-type: none"> • The number of accounts in this status • Subtotals of the dollar amount past due for any given hierarchy • The total dollar amount past due for the entire agency. <p>Use You may prefer the Cancellation Summary Report to the Cancellation Report if you are interested in the number of accounts that are in this status and the total amount past due, rather than account holder or other account detail. Refer to the Cancellation Report for account level detail. This summary report is meant for general information and assistance. It does not in any way amend or change provisions related to suspension and cancellation as provided in sections C.36 and C.37 of the GSA SmartPay Contract.</p> <p>Update Frequency Monthly Based on Cycle</p>
<p>Charge-Offs</p> <ul style="list-style-type: none"> • Hierarchy Level / Date 	<p>Description Lists detailed information for all accounts that are in a charge-off status (Bad Debt, Fraud, Deceased, or Other). Provides subtotals for each status within each hierarchy, as well as the total dollar amount within each category for the entire agency. Also includes Charge-off Reason, Charge-Off Date, subtotals and totals of late fees.</p> <p>Use Use this report to determine when a account holder's balance is no longer collectable. It can also be used to assess the potential negative impact of all charged-off dollars to the agency's overall budget and its GSA SmartPay refund program.</p> <p>Update Frequency Point in Time</p>

Report Name (Category and Type)	Description and Use
<p>Daily Invoice</p> <ul style="list-style-type: none"> • Account Number • Central Account ID <p><i>(for agencies that receive a daily AAS feed)</i></p>	<p>Description Provides a central account's daily transaction activity for all agencies who selected daily invoices. Provides transaction totals for a Central Account ID on a daily basis. Includes an Invoice Number and an Invoice Total.</p> <p>Use Use this report to review transactions and totals in an electronic daily invoice. You can use this information to manage invoice payment for Centrally Billed Accounts.</p> <p>Update Frequency Daily-User Selected Date</p>
<p>Delinquency*</p> <ul style="list-style-type: none"> • Account Number • Hierarchy Level • HL/ Raw Data • Hierarchy Level/ Severity • HL/D Raw Data <p><i>*See detailed descriptions below</i></p>	<p>Description Provides a list of all account balances that are in a state of delinquency (accounts with past due balances of 30, 60, 90, 120, 150, 180+ days). Shows account-specific and cardholder detail.</p> <p>Use Use the Delinquency report to review cardholders that are in a delinquent status, in order to identify accounts that require special attention prior to reaching suspension, cancellation, or charged-off status.</p> <p>Update Frequency Monthly Based on Cycle</p>
<p>Delinquency Report — Account Number</p>	<p>Description Provides delinquency status information on a specific account requested.</p> <p>Note: You must enter a valid account number and the account must be in a past due status for it to appear on the report.</p> <p>Use Use this report to review a single account holder who is in a delinquency status</p> <p>Update Frequency Monthly Based on Cycle</p>

Report Name (Category and Type)	Description and Use
<p>Delinquency Report - Hierarchy Level</p> <p><i>(Available in Raw Data format)</i></p> <p>HL/ Raw Data</p>	<p>Description Provides account delinquency status information at a specified hierarchy level and for a requested billing type.</p> <p>Note: You must enter the hierarchy level. If you request all levels, the report will show the hierarchy level you entered plus all of the hierarchy levels below it. (The default option is to only display the hierarchy level you enter.) You must select the billing type you wish to view. You can choose to view individually billed accounts, centrally billed accounts, or both.</p> <p>Use Use this report to provide a status on individually or centrally billed accounts by hierarchy level.</p> <p>Update Frequency Monthly Based on Cycle</p>
<p>Delinquency Report – Hierarchy Level/ Severity</p> <p><i>(Available in Raw Data format)</i></p> <p>HL/D Raw Data</p>	<p>Description Provides account delinquency status information at a specified hierarchy level, at a requested severity level, and for a requested billing type.</p> <p>Notes:</p> <ul style="list-style-type: none"> • You must enter the hierarchy level. If you request all levels, the report will show the hierarchy level you entered plus all of the hierarchy levels below it. (The default option is to only display the hierarchy level entered.) • You must select the cycle (or severity level). By selecting a particular cycle for this report, you will only see the delinquent accounts in that cycle of delinquency. Available cycles are: <ul style="list-style-type: none"> • Cycle 2 = 61 – 90 days past due • Cycle 3 = 91 – 120 days past due • Cycle 4 = 121 – 150 days past due • Cycle 5 = 151 – 180 days past due • Cycle 6 = 181- 210 days past due • You must select the billing type you wish to view. You can choose to view individually billed accounts, centrally billed accounts, or both. <p>Use Use this report as a management tool to monitor number of accounts and dollars delinquent by billing cycle.</p> <p>Update Frequency Monthly Based on Cycle</p>
<p>Delinquency Summary*</p> <ul style="list-style-type: none"> •Hierarchy •Hierarchy/Severity <p><i>*See detailed descriptions below</i></p>	<p>Description Provides summary information for accounts listed in the Delinquency report, including total number of accounts delinquent, subtotals of dollar amounts past due for any given hierarchy, and total dollar amount for the entire agency.</p> <p>Use Use these reports to identify and manage delinquencies within your hierarchy or agency as a whole. These reports may be useful to the Designated Billing Officer and the Chief Financial Officer to identify and manage delinquencies agency-wide.</p>

Report Name (Category and Type)	Description and Use
Delinquency Report – Hierarchy Summary	<p>Description Provides summary delinquency status information at a specified hierarchy level and for a requested billing type.</p> <p>Note: You must enter the hierarchy level. If you request all levels, the report will show the hierarchy level you entered plus all of the hierarchy levels below it. (The default option is to only display the hierarchy level entered.) You must select the billing type you wish to view. You can choose to view individually billed accounts, centrally billed accounts, or both.</p> <p>Use Use this report to view a summary of individually or centrally billed accounts by hierarchy level.</p> <p>Update Frequency Monthly Based on Cycle</p>
Delinquency Report – Hierarchy/Severity Summary	<p>Description Provides summary delinquency status information at a specified hierarchy level, at a requested severity level, and for a requested billing type.</p> <p>Notes:</p> <ul style="list-style-type: none"> • You must enter a hierarchy level. If you request all levels, the report will show the hierarchy level you entered plus all of the hierarchy levels below it. (The default option is to only display the hierarchy level entered.) • You must select the cycle (or severity level). By selecting a particular cycle, you will only see the delinquent accounts in that cycle of delinquency. <ul style="list-style-type: none"> • Cycle 2 = 61 – 90 days past due • Cycle 3 = 91 – 120 days past due • Cycle 4 = 121 – 150 days past due • Cycle 5 = 151 – 180 days past due • Cycle 6 = 181- 210 days past due • You must select the billing type you wish to view. You can choose to view individually billed accounts, centrally billed accounts, or both. <p>Use Use this report to view a summary of a specific hierarchy level of individually or centrally billed accounts by the number of accounts and dollar amount delinquent by billing cycle.</p> <p>Update Frequency Monthly Based on Cycle</p>

Report Name (Category and Type)	Description and Use
Exceptions: ATM/ Cash Activity	<p>Description Provides a list of all ATM and cash withdrawals within a specified hierarchy level and time frame.</p> <p>Use Use this report to perform more detailed reviews of accounts with cash activity.</p> <p>Update Frequency User Selected Date</p>
Exceptions: Account Number	<p>Description Provides a list of transactions by account number that the agency wants to review at a closer level for trend analysis or specific MCC's. Allows you to search by individual account number.</p> <p>Use Use this report to review exception transactions in order to identify purchasing patterns and trends. Using this report, you can track exceptions such as cash usage alone or in combination with retail spending, cash usage with or without other travel-related spending, and retail spending.</p> <p>Update Frequency User Selected Date</p>
Exceptions: Hierarchy Level	<p>Description Provides a list of transactions by hierarchy level that the agency wants to review at a closer level. for trend analysis or specific MCC's. Allows you to search by hierarchy level.</p> <p>Use Use this report to review exception transactions in order to identify purchasing patterns and trends. Using this report, you can track exceptions such as cash usage alone or in combination with retail spending, cash usage with or without other travel-related spending, and retail spending.</p> <p>Update Frequency User Selected Date</p>

Report Name (Category and Type)	Description and Use
Exceptions: Returned Check Charges	<p>Description Provides a list of all cardholders that incur returned check fee transactions within a specified hierarchy level and time frame.</p> <p>Use Use this report to identify accounts that have returned check fees.</p> <p>Update Frequency User Selected Date</p>
Exceptions: Transactions Over 2500	<p>Description Provides a list of transactions greater than \$2,500 within a specified hierarchy level, time frame, and specific Merchant Category Code (MCC) range.</p> <p>Use Use this report to perform more detailed reviews of accounts with large dollar purchases.</p> <p>Update Frequency User Selected Date.</p>
Fixed Pay <ul style="list-style-type: none"> • Account Number • Hierarchy Level 	<p>Description Provides information regarding accounts that have been set up on fixed pay. The Fixed Pay Program is an alternative payment option for cardholders that cannot pay their balances in full due to financial circumstances. Accounts that are set up for fixed pay are closed and cancelled. The account holder is responsible for making monthly payments towards the balance due on the account. Accounts remain on this report until the balance is paid out or until the account is removed from the Fixed Pay Program.</p> <p>Use Use this report to track and monitor accounts that are in a fixed pay program and for viewing the balance on the account.</p> <p>Update Frequency Point in Time</p>
Fleet: MasterCard Account Activity <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Provides monthly account activity information for both active and inactive Fleet program accounts. Displays detailed transaction information for specific accounts within a requested hierarchy level, as well as monthly and fiscal year-to-date totals.</p> <p>Use Use this report to monitor and review detailed information on all fleet transactions within any given account number or hierarchy level.</p> <p>Update Frequency Calendar month</p>

Report Name (Category and Type)	Description and Use
Fleet: MasterCard Tax Summary <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Provides a state-by-state summary of all tax expenses for Fleet purchases within a specified hierarchy level. Tax is sorted into categories including federal, state, county, city, sales, environmental, and excise. Contains tax information summarized by month and fiscal year-to-date.</p> <p>Use Use this report to track monthly and fiscal year tax expenses. Since the information is sorted by state, you can determine the amount and type of taxes paid within each state where cards are issued.</p> <p>Update Frequency Calendar Month</p>
Fleet: MasterCard Fuel/ Non-Fuel Summary <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Summarizes by month and fiscal year-to-date all fuel and non-fuel spending within a given hierarchy. Fields include: Purchase Description, Unit Type (type of measurement), Quantity (number of units purchased), and Charges (dollar amount purchased).</p> <p>Use Use this report to monitor the quantity, cost, and type of any given Fleet purchase.</p> <p>Update Frequency Calendar Month</p>
Fleet: Visa Account Activity <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Provides monthly account activity information for both active and inactive Fleet program accounts. Displays detailed transaction information for specific accounts within a requested hierarchy level, as well as monthly and fiscal year-to-date totals.</p> <p>Use Use this report to monitor and review detailed information on all fleet transactions within any given account number or hierarchy level.</p> <p>Update Frequency Calendar month</p>
Fleet: Visa Tax Summary <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Provides a state-by-state summary of all tax expenses for Fleet purchases within a specified hierarchy level. Tax is sorted into categories including federal, state, county, city, sales, environmental, and excise. Contains tax information summarized by month and fiscal year-to-date.</p> <p>Use Use this report to track monthly and fiscal year tax expenses. Since the information is sorted by state, you can determine the amount and type of taxes paid within each state where cards are issued.</p> <p>Update Frequency Calendar Month</p>

Report Name (Category and Type)	Description and Use
Fleet: Visa Fuel/ Non-Fuel Summary <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Summarizes by month and fiscal year-to-date all fuel and non-fuel spending within a given hierarchy. Fields include: Purchase Description, Unit Type (type of measurement), Quantity (number of units purchased), and Charges (dollar amount purchased).</p> <p>Use Use this report to monitor the quantity, cost, and type of any given Fleet purchase.</p> <p>Update Frequency Calendar Month</p>
Lost/Stolen <ul style="list-style-type: none"> • Date Range • Hierarchy Level 	<p>Description Provides account and cardholder information for cards that have been reported as lost, stolen, or fraudulent. This report will also provide information on the replacement account for the lost/stolen/fraud account.</p> <p>Use Use this report to monitor the number of cards reported as lost/stolen/fraud within your hierarchy.</p> <p>Update Frequency User Selected Date</p>
Maintenance Request <ul style="list-style-type: none"> • Account Number • Hierarchy Level 	<p>Description A log of maintenance performed on accounts through EAGLS.</p> <p>Use Use this report to monitor any changes that may have been made on an account through EAGLS.</p> <p>Update Frequency User Selected Date</p>
Mastercard 1099 <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Provides a summary of payments made to merchants on a quarterly and cumulative calendar year basis. It shall be in merchant TIN ascending numeric order and include description of the purchase, amount of purchase, merchant name, identifying doing business as (DBA) if applicable, and merchant address. This report is online and is also available as a file through your Bank of America account manager.</p> <p>Use Use this report to create 1099s for IRS reporting.</p> <p>Update Frequency Quarterly</p>

Report Name (Category and Type)	Description and Use
New Accounts <ul style="list-style-type: none"> • Account Number • Date • Hierarchy Level 	<p>Description Provides a listing of new accounts that were set up within the past 30 days of the date of the report.</p> <p>Use Use this report to review all new accounts that have been set up within the last 30 days.</p> <p>Update Frequency</p> <ul style="list-style-type: none"> • User Selected Dates • Calendar Month
Not Allocated <ul style="list-style-type: none"> • Account Number • Hierarchy Level 	<p>Description Provides a list of all centrally billed transactions within a specified search criteria that have not been allocated. This report will display information regarding the transaction including the certification status of the transaction.</p> <p>Use Use this report to track and monitor the status of centrally billed transactions that have not yet been allocated. Review the information regarding the transaction to determine how the transaction should be allocated or certified.</p> <p>Update Frequency User Selected Date</p>
Pre-Suspension <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Lists accounts eligible for suspension during the next cycle (IBAs 45 – 60 days past due and CBAs 45 - 90 days past due). Identifies account name, account number, status, balance past due, and number of days past due. Includes subtotals and grand totals for hierarchy levels and agencies listed. Totals for IBA and CBA accounts are separated.</p> <p>Use Use this report to see a list of accounts that are eligible for suspension, in order to identify accounts that require special attention and supervisory notification.</p> <p>Update Frequency Monthly Based on Cycle</p>

Report Name (Category and Type)	Description and Use
<p>Pre-Suspension Summary</p> <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Provides high level information for all accounts that are eligible for suspension during the next cycle. Accounts will appear as early as 45 days after the billing cycle date. This report provides:</p> <ul style="list-style-type: none"> • The number of the accounts in the pre-suspension status • Subtotals of the dollar amount past due for a specific hierarchy • The total dollar amount past due for the entire agency <p>Use You may prefer the Pre-Suspension Summary Report to the Pre-Suspension Report if you are interested in the number of accounts that are in this status and the amount past due, rather than account holder or account detail. To review more detailed information on specific delinquent accounts, please refer to the Pre-Suspension Report. This summary report is meant for general information and assistance. It does not in any way amend or change provisions related to suspension and cancellation as provided in sections C.36 and C.37 of the GSA SmartPay Contract.</p> <p>Update Frequency Monthly Based on Cycle</p>
<p>Statistical Summary (Purchase)</p> <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Provides a summary of account activity for the Purchase Card program and includes convenience check transactions and miscellaneous fees.</p> <p>Use Use this report to monitor Purchase program activity.</p> <p>Update Frequency Calendar Month with Fiscal Year-to-date</p>

Report Name (Category and Type)	Description and Use
Statistical Summary (Fleet) <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Summarizes activity of a Fleet Card program. Presents monthly and fiscal year to date Fleet expense information within any given hierarchy for Fuel/Non-Fuel Sales Amount (gross and net), Fuel/Non-Fuel Transactions, and Miscellaneous charges. Also provides general information about a Fleet program, including number of new accounts, number of cards with activity, and number of lost, stolen, cancelled, or replaced cards.</p> <p>Use Use this report to get an overall snapshot of a Fleet program in order to monitor fuel and non-fuel transactions, as well as miscellaneous expenses.</p> <p>Update Frequency Calendar Month with Fiscal Year to Date</p>
Statistical Summary (Travel) <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Provides a summary of account activity for the Travel Card program and includes traveler's check transactions and miscellaneous fees.</p> <p>Use Use this report to monitor Travel program activity.</p> <p>Update Frequency Calendar Month with Fiscal Year-to-date</p>
Summary ATM/Traveler's Checks <ul style="list-style-type: none"> • Agency Name • Hierarchy Level 	<p>Description Provides a summary of total ATM/traveler's check dollars and number of transactions by each participating agency monthly and cumulative.</p> <p>Use Use this report to monitor the level of cash and traveler's check usage within your agency.</p> <p>Update Frequency Calendar Month with Fiscal Year-to-Date</p>

Report Name (Category and Type)	Description and Use
Summary Convenience Checks <ul style="list-style-type: none"> • Agency Name • Hierarchy Level 	<p>Description Provides a summary of total convenience check dollars and number of transactions by each participating agency, monthly and cumulative.</p> <p>Use Use this report to monitor the level of convenience check usage within your agency.</p> <p>Update Frequency Calendar Month with Fiscal Year-to-date</p>
Summary Purchase <ul style="list-style-type: none"> • Agency Name • Hierarchy Level 	<p>Description Provides a quarterly summary of purchases under the micro-purchase level as described in FAR 2.5 and over this amount. It includes number of transactions, the dollar volume and comparative percentages for the current reporting period and fiscal year activity.</p> <p>Use Use this report to monitor summary information on purchases, broken down into categories of purchases greater than \$2,500 and purchases less than \$2,500.</p> <p>Update Frequency Fiscal Quarters with Fiscal Year-to-date</p>
Summary Quarterly Merchant <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Lists, by fiscal year quarter, summary spending information by merchant category code (MCC) and includes MCC description, number of transactions per MCC, total dollar amount per MCC, and average amount per MCC.</p> <p>Use Use this report to analyze summary information on spending and types of spending within your Travel or Purchase card program.</p> <p>Update Frequency Fiscal Quarters</p>

Report Name (Category and Type)	Description and Use
<p>Summary Quarterly Vendor Analysis</p> <ul style="list-style-type: none"> • Hierarchy Level 	<p>Description Lists, by fiscal year, a detailed quarterly and cumulative summary of the top 100 merchants/vendors, by individual merchant/vendor, city, state, and service type, in total dollars and total number of transactions.</p> <p>Use Use this report to review the list of top-rated vendors based on level of spending within a requested hierarchy level.</p> <p>Update Frequency Fiscal Quarters with Fiscal Year-to-Date</p>
<p>Suspension/ Pre-Cancellation</p> <ul style="list-style-type: none"> • Hierarchy Level <p><i>Note: There are DOI and SBA specific versions of this report.</i></p>	<p>Description Lists accounts that have been suspended or are within 10 days of suspension and are eligible for cancellation (IBAs appear on this report at 61-125 days past due and CBAs appear on this report at 91 days or more past due and/or if they are in a suspended status). Identifies account name, account number, status, date of status, balance past due, and number of days past due. Includes subtotals and grand totals for hierarchy levels and agencies.</p> <p>Use Use this report to identify accounts that have been suspended and require immediate attention and resolution before the next billing cycle.</p> <p>Update Frequency Monthly Based on Cycle</p>

Report Name (Category and Type)	Description and Use
<p>Suspension/ Pre-Cancellation Summary</p> <ul style="list-style-type: none"> • Hierarchy Level <p><i>Note: There are DOI and SBA specific versions of this report.</i></p>	<p>Description Lists high level information for all accounts that have been suspended or are within 10 days or less of being suspended. Suspension occurs when the required payment is not received 61 days past the cycle date for individually billed accounts and 91 days past the billing date for centrally billed accounts. This report provides:</p> <ul style="list-style-type: none"> • The number of accounts in this status • Subtotals of the dollar amount past due for any given hierarchy • The total dollar amount past due for the entire agency. <p>If the required IBA payment is not received 126 days from the billing date, the IBA will be cancelled.</p> <p>Use You may prefer the Suspension/Pre-Cancellation Summary Report to the Suspension/Pre-Cancellation Report if you are interested in the number of accounts that are in this status and the total amount past due, rather than account holder or other account detail. This summary report is meant for general information and assistance. It does not in any way amend or change provisions related to suspension and cancellation as provided in sections C.36 and C.37 of the GSA SmartPay Contract.</p> <p>Update Frequency Monthly Based on Cycle</p>
<p>Transfer Transaction</p> <ul style="list-style-type: none"> • Account Number • Hierarchy Level 	<p>Description Provides information on transactions that have been transferred from an individual account to a central/diversion account, or from a central/diversion account to an individual account. This transfer transaction functionality is used by agencies that have an Integrated Card Program.</p> <p>Use Use this report to track and monitor transactions that have been transferred between individual accounts and central/diversion accounts.</p> <p>Update Frequency User Selected Date</p>
<p>Transaction Activity (Available in Raw Data format)</p> <ul style="list-style-type: none"> • Hierarchy Level • Hierarchy Level — Raw Data 	<p>Description Provides detailed information regarding transaction detail at the individual account level.</p> <p>Use Use this report to view detailed transaction information on a specific account.</p> <p>Update Frequency User Selected Date</p>

Reports Selection Matrix: Which report should I use?

With all of these available options, it may be hard to decide which report will provide the data you are looking for. Use the table below to help you understand the different types of data that each report provides, then you can decide which report or reports best suit your needs.

If you need to view information on...	...Then use these reports
Accounts that may require A/OPC review	Delinquency Suite: <ul style="list-style-type: none"> • Delinquency Reports • Pre-Suspension Report • Suspension/Pre-Cancellation Report • Cancellation Report Exception Reports: <ul style="list-style-type: none"> • Exceptions: Account Number • Exceptions: ATM / Cash Activity • Exceptions: Hierarchy Level • Exceptions: Returned Check Charges • Exceptions: Transactions Over \$2,500 Account Maintenance: <ul style="list-style-type: none"> • Account Renewal • Authorizations/Declines • Maintenance Requests • New Accounts • Transaction Dispute • Lost/Stolen Report
Cancelled Accounts	<ul style="list-style-type: none"> • Aging Analysis (Summary Information HL1-HL3) • Cancellation Report • Cancellation Summary Report
Cardholders or Agencies (Detail)	<ul style="list-style-type: none"> • Account Listing • Account Renewal • Agency Program Information • Maintenance Request • New Accounts
Charged-Off Accounts	<ul style="list-style-type: none"> • Aging Analysis (Summary Information HL1-HL3) • Charge Off Report
Delinquent Accounts (Detail)	Delinquency Reports: <ul style="list-style-type: none"> • Delinquency Report — Account Number • Delinquency Report — Hierarchy Level • Delinquency Report — Hierarchy Level/Severity • Pre-Suspension Report • Suspension/Pre-Cancellation Report • Cancellation Report

If you need to view information on...	...Then use these reports
Delinquent Accounts (Summary)	Delinquency Reports: <ul style="list-style-type: none"> • Delinquency Report — Hierarchy Summary • Delinquency Report — Hierarchy Severity Summary • Pre-Suspension Summary Report • Suspension/Pre-Cancellation Summary Report • Cancellation Summary Report • Aging Analysis (Summary Information HL1-HL3)
Fleet Accounts	<ul style="list-style-type: none"> • Fleet: MasterCard Account Activity • Fleet: MasterCard Fuel/Non-Fuel Summary • Fleet: MasterCard Tax Summary • Fleet: Statistical Summary • Fleet: Visa Account Activity • Fleet: Visa Fuel/Non-Fuel Summary • Fleet: Visa Tax Summary
Fleet Tax Information	<ul style="list-style-type: none"> • Fleet: MasterCard Tax Summary • Fleet: Visa Tax Summary
Purchase Accounts	<ul style="list-style-type: none"> • Account Activity Purchase • Daily Invoice • Statistical Summary Purchase • Summary Convenience Checks • Summary Purchase • Summary Quarterly Merchant • Summary Quarterly Vendor Analysis • Transaction Activity
Reports Available as Raw Data Files	<ul style="list-style-type: none"> • Account Listing • Delinquency Report – HL Raw Data (Hierarchy Level) • Delinquency Report – HL/Severity • Transaction Activity

If you need to view information on...	...Then use these reports
Statistical Summary	<ul style="list-style-type: none"> • Fleet: Statistical Summary • Statistical Summary Travel • Statistical Summary Purchase
Suspended Accounts	<ul style="list-style-type: none"> • Aging Analysis (Summary Information HL1-HL3) • Suspension/Pre-Cancellation Report • Suspension/Pre-Cancellation Summary Report
Transaction Detail	<p>Travel Reports:</p> <ul style="list-style-type: none"> • Account Activity Travel • Airline Credit/Refund • Daily Invoice • Transaction Activity <p>Purchase Reports:</p> <ul style="list-style-type: none"> • Account Activity Purchase • Daily Invoice • Transaction Activity <p>Fleet Reports:</p> <ul style="list-style-type: none"> • Fleet: MasterCard Account Activity • Fleet: Visa Account Activity <p>Exception Reports:</p> <ul style="list-style-type: none"> • Authorizations/Declines • Exceptions: Account Number • Exceptions: ATM / Cash Activity • Exceptions: Hierarchy Level • Exceptions: Returned Check Charges • Exceptions: Transactions Over \$2,500
Transaction Summary	<p>Travel Reports:</p> <ul style="list-style-type: none"> • Statistical Summary Travel • Summary ATM/Traveler's Checks • Summary Purchase • Summary Quarterly Merchant • Summary Quarterly Vendor Analysis <p>Purchase Reports:</p> <ul style="list-style-type: none"> • Statistical Summary Purchase • Summary Convenience Checks • Summary Purchase • Summary Quarterly Merchant • Summary Quarterly Vendor Analysis <p>Fleet Reports:</p> <ul style="list-style-type: none"> • Fleet: MasterCard Fuel/Non-Fuel Summary • Fleet: MasterCard Tax Summary • Fleet: Statistical Summary • Fleet: Visa Fuel/Non-Fuel Summary • Fleet: Visa Tax Summary

If you need to view information on...	...Then use these reports
Travel Accounts	<ul style="list-style-type: none">• Account Activity Travel• Airline Credit/Refund• Daily Invoice• Statistical Summary Travel• Summary ATM/Traveler's Checks• Summary Purchase• Summary Quarterly Merchant• Summary Quarterly Vendor Analysis• Transaction Activity

Lesson 3 *Scheduling Online Reports*

Description

Reports may be scheduled on demand or for a specific time. This flexibility gives the A/OPC the option of requesting a report anytime s/he wants a report. This eliminates the need for the A/OPC to wait for a report from Bank of America.

What you will need before you begin

- Access to report data
- Knowledge of desired report parameters (hierarchy levels, dates, sorting criteria, etc.)

In this lesson you will learn

- How to:
- Schedule a report by selecting a report type, completing the required fields, selecting the appropriate scheduling and sorting options, and changing the default viewer, if necessary.
 - Reschedule a report based on an existing report

Situations where you may use this function

- When you need to create a new report
- When you need to reschedule an existing report
- When you need to modify an existing report format and reschedule it

The screen you will use in this lesson

- Reports Menu
- Reports Schedule
- Reports Rescheduling

Available hyperlinks

Not applicable



What You Need to Know:

- Scheduling reports allows you to automatically run reports with predefined parameters at regular intervals. You can also schedule a report to run as a one-time event.

***Note:** If you select a schedule time that is prior to the current time, the report will be scheuled for immediate generation.*

- You can only schedule reports for hierarchies within your span of control. Hierarchy numbers within your span of control are prefilled on the Report Scheduling window for the majority of users. However, you can easily change the pre-filled numbers by simply typing over them.



What You Need to Know:

- You cannot schedule a report if you enter incorrect parameters on the Report Scheduling window. For any incorrect parameters entered, you will be prompted with an error message and the incorrectly completed field(s) will be highlighted with a red asterisk. Depending on the report, the system checks the following parameters to make sure the values entered are valid and entered in the correct format:
 - Hierarchy sets, if you manually entered hierarchy numbers
 - Date values
 - MCC codes
 - Account numbers
- You can schedule reports to run as follows:

Time	EAGLS runs the report...
Now	Immediately; may take several minutes for report to be available for download.
At [specified time and date]	At the time and date you specify. <i>Note: If you schedule a time that is prior to the current time, the report will be scheduled for immediate generation.</i>

Note: The best time to schedule recurring reports is between 9:00 am-1:00 pm Greenwich Mean time (3:00 am-7:00 am Central time). The Reporting Tool shows and schedules reports in Greenwich Mean time no matter where you are located.

In addition, you must select one of the following options in the **Recur** field:

Recur Option	EAGLS runs the report...
Once Only	At the scheduled time and date, and does not re-run the report on any future dates. (This is the default)
Every Day	At a specific time every day.
Every Week	At the scheduled time and date, and re-runs the report at the same time every week.
Every Month	At the scheduled time and date, and re-runs the report at the same time every month.
Last Day of Every Month	At the scheduled time on the last day of every month. This option is useful when the last day of the month varies, and can be anywhere from the 28th to the 31st.

- You can easily reschedule a report based on an existing report by clicking on the **Reschedule** link for that report instance. Once the Reschedule window displays, you have the option of changing any of the parameters in the fields you completed for the previous report, including the selected viewer for that specific report instance.

Key Terms

As of Date	The date through which EAGLS information is current.
Batch Processing	Changes to your program or accounts that are made on a daily (Monday through Friday) basis through nightly processing.
Cycle Dates	The date when your statement is generated.
DEF Update	The Data Exchange File which transfers information from the mainframe to the EAGLS platform.
Delinquency	Failure to meet the payment due date as measured in 30-day increments. For example, an account that has received no payment for 15 days after the due date will be listed as 1 – 30 days delinquent. With each 30-day increment the level of severity is increased.
Real-Time Processing	Changes to your program or accounts that are made immediately on EAGLS upon submission of maintenance, or an update via an MQ (Message Queuing) to the mainframe.
Report Parameters	The limitations or scope of information you determine for a specific report.
Scheduling Prompts	Data such as hierarchy level and run time that the reporting tool requires for report parameters.
Sorting Options	Options that will determine the order of the information in your report (alphabetical, ascending date, descending date).

(For descriptions of the various scheduling prompts and sorting options available for EAGLS reports, see the **Scheduling Prompts** and **Sorting Options** sections in this lesson.)

Follow these steps to Schedule a Report:

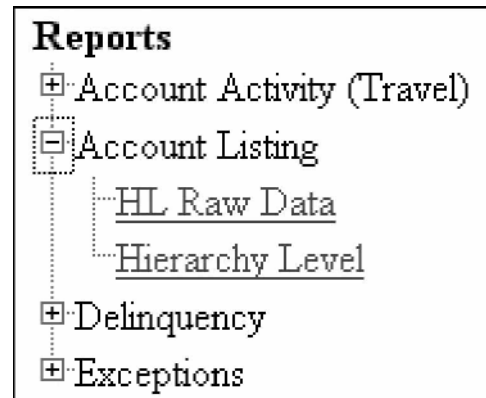
Step 1

ACTION

Click on the ☐ beside the appropriate report category on the Reports menu.

RESULT

The drop down list of report types within that category displays.



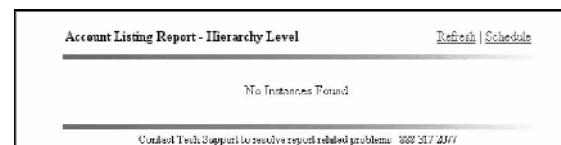
Step 2

ACTION

Click on the appropriate report type.

RESULT

The Report **Refresh/Schedule** window for that report displays. If there are no previous instances of that report type, a “**No instances found**” message will display.



Note: If there are previous instances of the report type you selected, the window will display the following information for each report instance:

Field	Description
Status	Indicates whether the report was run successfully, is still processing, or is scheduled to recur at a future date
Start Time	Indicates the date and time at which the report started running
End Time	Indicates the date and time at which the report finished running
Size	Indicates the report file size
Details	A summary of the scheduling prompts or parameters that were used to schedule the report, provides the ability to view the report in a different format, allows the user to reschedule a report and provides an option to delete the report instance.

In addition, you can delete report instances and view report details from this window as follows:

- To delete a report instance from this window, click on the check box beside the report you want to delete in the **Delete** column, then click **Delete**. (See **Deleting a Report** in this lesson)
- To view report details from this window, click on the **Details** link for the appropriate report. (See **Viewing Report Details** in the **Viewing Online Reports** lesson)

Follow these steps to Schedule a Report:

Step 3

ACTION

Click on the **Schedule** link in the top right of the summary window.

RESULT

The Report Scheduling window displays.

Note: The fields, check boxes, radio buttons, and drop down lists that you see on this window will vary, depending on the report type you selected. (See **Report Scheduling Prompts** and **Report Sorting Options** sections in this lesson)

Account Listing Report Hierarchy Level

Prompts: HL1 HL2 HL3 HL4
HL5 HL6 HL7 HL8

STATUS: ALL LEVELS

Time: ☒ Now ☐ At HHMM/DD/YYYY

Recur:

Contact Tech Support to resolve report-related problems - 888-317-2077

Step 4

ACTION

Type additional hierarchy numbers if necessary or type over pre-filled numbers.

Note: Remember, you can only schedule reports for valid hierarchy within your span of control. You do not have to type leading 000's.

RESULT

The hierarchy numbers in the fields are changed to what you typed over or whatever you added.

Account Listing Report Hierarchy Level

Prompts: HL1 HL2 HL3 HL4
HL5 HL6 HL7 HL8

STATUS: ALL LEVELS

Time: ☒ Now ☐ At HHMM/DD/YYYY

Recur:

Contact Tech Support to resolve report-related problems - 888-317-2077

Step 5

ACTION

Select **Yes** or **No** in the **All Levels** field.

RESULT

Yes or **No** displays in the field.

Note: Selecting **Yes** indicates you are requesting information on accounts from all hierarchies below the highest level displayed. Selecting **No** indicates you are requesting information from only the hierarchy levels displayed in the **HL** fields.

Account Listing Report Hierarchy Level

Prompts: HL1 HL2 HL3 HL4
HL5 HL6 HL7 HL8

STATUS: ALL LEVELS

Time: ☒ Now ☐ At HHMM/DD/YYYY

Recur:

Contact Tech Support to resolve report-related problems - 888-317-2077

Follow these steps to Schedule a Report:

Step 6

ACTION

Complete all other required fields and make the appropriate selections for all required check boxes, radio buttons, and drop down lists in the **Prompts** section of the Report Scheduling window.

RESULT

The window should reflect the selections you made. Sort criteria varies depending on the report you are generating. (See **Report Sorting Options** section in this lesson)

Note: Some reports have a sorting field that will allow you to sort available criteria.

Account Listing Report - Hierarchy Level

Prompts: HL1 HL2 HL3 HL4
 0000002 0000004 004504
 HL5 HL6 HL7 HL8

STATUS: ALL LEVELS
 Open
 NO
 YES

Time: Now
 At: 01/20/2000 HHMM MM/DD/YYYY
 Recur: Once Only

Schedule Reset

Contact Tech Support to resolve report related problems - 888-317-2077

Step 7

ACTION

Review the Report Run Time in the **Time** field. If you want to schedule the report for another time and date, click **At** and complete the time and date fields. **Now** is the default selection to run the report at the current time.

RESULT

Time and Date entered displays.

Note: Time must be entered in 24-hour format. (Ex: 1:30 p.m. is 13:30). Date must be entered in MM/DD/YYYY format.

Account Listing Report - Hierarchy Level

Prompts: HL1 HL2 HL3 HL4
 0000002 0000004 004504
 HL5 HL6 HL7 HL8

STATUS: ALL LEVELS
 Open
 YES

Time: Now
 At: 01/20/2000 HHMM MM/DD/YYYY
 Recur: Once Only

Schedule Reset

Contact Tech Support to resolve report related problems - 888-317-2077

Follow these steps to Schedule a Report:

Step 8

ACTION

Click the **Recur** drop down box to view the available options if you want the report to run at regularly scheduled intervals, then click on the appropriate option.

RESULT

The list of available options displays.

Account Listing Report - Hierarchy Level

Prompts: HL1 HL2 HL3 HL4
 9050002 2000004 304504
 HT.5 HT.6 HT.7 HT.8

STATUS: Open
 ALL LEVELS YES

Time: C Now
 At 8 51 1 28 2000
 Recur: Once Only
 Once Only
 Every Day
 Every Week
 Every Month
 Last Day of Every Month
 Reset

Contact Tech Support to resolve report related problems 888 317 2077

Step 9

ACTION

Click on one of the options:

- **Once only (this is the default)**
- **Every day**
- **Every week**
- **Every month**
- **Last day of every month**

Note: The *Last day of every month* option is useful if you are scheduling a report to run monthly and the last day varies depending on the number of days in the month.

RESULT

The selected option displays highlighted.

Note: Before scheduling the report, you have the option of changing any data on this window by either:

- Clicking **Reset** to clear all fields or return them to their default values.
- Typing over or selecting the selections and entries you made.

Follow these steps to Schedule a Report:

Step 10

ACTION

Click **Schedule** at the bottom of the screen.

RESULT

If all of the entries and selections you made are valid, EAGLS schedules the report and the Report Summary window displays, from which you can view the report. (see **Viewing a Report** lesson)

Note: If the scheduled time is past and you do not see your report listed, click the **Refresh** link at the top right of the window to update the listing.

If you entered an invalid hierarchy number, date, MCC code, or account number, an error message displays and the incorrectly completed fields are highlighted with red asterisks. See Error Messages table, next page.

Account Listing Report - Hierarchy Level						Refresh Schedule
Delete?	Status	Start Time		End Time		Size
<input type="checkbox"/>	Scheduled	04/28/2000	09:13:54	04/28/2000	09:13:54	N/A Details...
Print marked instances.						
Contact Tech Support to resolve report related problems - 888-317-2077						

Step 11

ACTION

Correct all invalid field entries and click **Schedule** again.

RESULT

EAGLS schedules the report and the report summary window displays.

Account Listing Report - Hierarchy Level						Refresh Schedule
Delete?	Status	Start Time		End Time		Size
<input type="checkbox"/>	Scheduled	04/28/2000	09:13:54	04/28/2000	09:13:54	N/A Details...
Print marked instances.						
Contact Tech Support to resolve report related problems - 888-317-2077						

Error Messages

You may receive a number of different error messages when attempting to schedule a report. The following table provides explanations of the different error messages.

Field	Description
Hierarchy set does not exist	You may have mistakenly entered a hierarchy number that does not exist in the system.
Hierarchy set does not match user's current role/hierarchy setting	You have entered a hierarchy number or combination of hierarchy numbers that you do not have permission to access data for in the system.
Invalid Date From	The report start date you entered in the date field does not represent an actual date.
Invalid Date To	The report end date you entered in the date field occurs later than the end date you entered.
Invalid MCC code	The MCC code you entered exceeds the four-digit limit, or the starting number you entered in a range is higher than the ending number.
Invalid account number	The account number field does not contain the required 16 digits, or the number you entered does not represent a valid account.
Invalid date/time information	The data and time information you entered is invalid for a reason other than listed above.

Follow these steps to Reschedule a Report:

Step 1

ACTION

Select the report type you want to reschedule from the Reports menu.

Note: A user would need to reschedule a report when new transactions or new information has posted to the report.

Delete?	Status	Start Time	End Time	Size	Details
<input type="checkbox"/>	Success	04/28/2000 09:16:25	04/28/2000 09:16:31	146K	

[Delete](#) marked instances.

Contact Tech Support to resolve report related problems - 888-317-3077

RESULT

The Report **Refresh/Schedule** window for that report displays.

Step 2

ACTION

Click on the **Details** link for the report you want to reschedule.

RESULT

The **Report Reschedule** window for that report displays, containing information about the report, including scheduled time, actual run times, file size, and previously selected prompts and sorting options.

Account Listing Report - Hierarchy Level [Reschedule](#)

Scheduled Time: 04/28/2000 08:51:00
 Start Time: 04/28/2000 09:16:25
 End Time: 04/28/2000 08:16:31
 File Size: 146K

Prompts:

IIL1:	IIL2:	IIL3:	IIL4:
9050002			
IIL5:	HL6:	HL7:	HL8:

STATUS: Open
 ALL LEVELS: YES

[Info Analyst](#) [View](#) [Print](#)

Contact Tech Support to resolve report related problems - 888-317-3077

Step 3

ACTION

Review the report information on the **Report Reschedule** window to verify that this is the report you want to reschedule.

RESULT

Information is verified. If correct, go to **Step 4**. If incorrect, repeat **Steps 1-2** until you have found the report you want to reschedule.

Follow these steps to Schedule a Report:

Step 4

ACTION

Click the **Reschedule** link in the top right of the window.

RESULT

The **Report Schedule** window displays. The prompts, sorting options, date, and time fields are prefilled with the selections you made for the previously scheduled report.

Account Listing Report - Hierarchy Level

Prompts: HLL1 HLL2 HLL3 HLL4
9050002
HLL5 HLL6 HLL7 HLL8

STATUS ALL LEVELS Open YES

Time: Now At 9:27 / 1 / 28 / 2000 MM/DD/YYYY
Recur: Once Only

Schedule Reset

Contact Tech Support to resolve report related problems - 888-317-1077

Step 5

ACTION

Make any necessary changes to the report parameters.

RESULT

Changed report parameters display.

Account Listing Report - Hierarchy Level Refresh | Schedule

Delete?	Status	Start Time	End Time	Size
<input type="checkbox"/>	Success	04/28/2000 09:16:25	04/28/2000 09:16:31	146k Details...
<input type="checkbox"/>	Scheduled	01/28/2000 09:30:36	01/28/2000 09:30:36	N/A Details...

Delete marked instances.

Contact Tech Support to resolve report related problems - 888-317-1077

Step 6

ACTION

Click **Schedule**.

RESULT

If all scheduling options are valid, EAGLS will schedule the report. If you entered an invalid hierarchy number, date, MCC code, or account number, an error message displays and the incorrectly completed fields are highlighted with red asterisks. (See *Scheduling a Report and Error Messages in this lesson*)

Follow these steps to Schedule a Report:

Step 7

ACTION

Correct all invalid field entries and click **Schedule** again.

RESULT

EAGLS schedules the report and the report summary window displays.

Account Listing Report		Hierarchy Level		Refresh Schedule	
Delete?	Status	Start Time		End Time	Size
<input type="checkbox"/>	Scheduled	04/28/2000	09:13:54	04/28/2000 09:13:54	N/A Details...
Delete marked instances					
Contact TechSupport to resolve report related problems 888 317 2077					

Report Scheduling Prompts:

The following list provides information on how to complete the fields and select from the drop down lists, check boxes, and radio buttons you will see on the Report Scheduling windows for the various EAGLS reports. These elements display in the **Prompts** section of the Report Scheduling window. This will help you understand the options available to you when you are scheduling a report and what you need to do in order to successfully schedule a report.

Account Number

Type the account holder's charge card number in this field. Enter all sixteen (16) digits without dashes or spaces. (**Example:** 4486000000000000).

Account Status (Open/Closed/Both)

Sorts accounts based on their current account status of **Open** or **Closed**. For a combined list of Open and Closed accounts, select **Both**.

Agency Name

Type the Agency's name in this field **exactly** the way it appears in EAGLS under the hierarchy level desired. **Hint:** To see how the name is listed for the desired hierarchy level on EAGLS, go to **Agency Profile** under **Inquiry** on the EAGLS main menu.

All Levels

Allows you to specify inclusive hierarchies. Selecting **YES** in the drop down box will include all accounts of the hierarchies preceding the hierarchy displayed or requested. Selecting **NO** will include only the accounts associated with the hierarchy level displayed or requested.

Billing Type

Select from the drop down box either **Central** for centrally billed accounts, or **Individual** for individually billed accounts.

Central Account ID

Type the Central Account ID number in this field. The Central Account ID is a seven-digit number that identifies the Central Account Number of an Agency. To look this number up in EAGLS, go to **Account Inquiry/Maintenance** on the main menu and view an account holder's account within your span of control.

Date Range

The date range is required for the **Date Range From** and **Date Range To** fields. You must type dates in **MM/DD/YYYY** format. (**Example:** 01/01/2000)

Delinquency

Select the appropriate cycle of delinquency from the drop down box: **Cycle 2** (61-90 days past due), **Cycle 3** (91-120 days past due), **Cycle 4** (121 -150 days past due), **Cycle 5** (151 - 180 days past due), **Cycle 6** (181 - 210 days past due).

Hierarchy Level

Your hierarchy (or default hierarchy) will pre-fill. If you are responsible for more than one hierarchy level, simply type over the hierarchy numbers you wish to change.

Report Scheduling Prompts:

Merchant Category Code (MCC)

Type the appropriate merchant category code(s). These are four-digit codes that identify the type of business a merchant conducts. Some merchants use specific codes, such as airlines, car rentals and hotels. However, most retail merchants use general codes to identify themselves, such as gas stations, restaurants and clothing retail. These are industry standard codes which are used by VISA and MasterCard.

Open Date

The date you type in this field prompts the report to only provide information based on that date. You must type dates in **MM/DD/YYYY** format (**Example:** 01/01/2000).

Posting Date

The date you type in this field prompts the report to only provide information based on that date. You must type dates in **MM/DD/YYYY** format (**Example:** 01/01/2000).

Report Sorting Options:

The following list contains descriptions of the sorting options available for the various EAGLS reports. Like the scheduling prompts, the sorting options appear on the Report Scheduling window. These options will display in a **Sorting** list box on the Report Scheduling window. To view the available options for each report, click the down arrow in the **Sorting** field.

Account Holder Name / Account Name

Sorts report data alphabetically by the account holder's last name.

Account Number

Sorts report data numerically by the account holder's charge card number.

Report Sorting Options:

Billing Type

Sorts report data by Centrally Billed Accounts (CBA) and Individually Billed Accounts (IBA).

Expiration Date

Sorts by date in sequence of current to earliest date of the account's expiration date.

Merchant Category Codes

Sorts numerically by Merchant Category Codes (MCCs).

Merchant Name

Sorts alphabetically by merchant names.

Open Date

Sorts by date in sequence of current to earliest date of a new account.

Posting Date

Sorts by date in sequence of current to earliest date of the posted transactions.

Status – Disputes

Sorts disputes by **Open** and **Resolved** status. A status of **Open** means a dispute is being worked by the Bank of America GCSU Chargeback Department. A status of **Resolved** means a Dispute has been resolved by either a chargeback to an account holder's account or a "Can't Help". Resolved does not necessarily mean the dispute is completely resolved, since the merchant may have a response to the initial chargeback.

Follow these steps to Delete a Report:

Step 1

ACTION

Click the check box in the **Delete?** column beside the appropriate report instance from the Report **Refresh/Schedule** window.

Note: You can select more than one report instance to delete at one time.

Account Listing Report - Hierarchy Level						Refresh Schedule
Delete?	Status	Start Time		End Time		Size
<input checked="" type="checkbox"/>	Success	04/28/2000	09:16:23	04/28/2000	09:16:31	146k Details
<input type="checkbox"/>	Scheduled	04/28/2000	09:30:36	04/28/2000	09:30:36	N/A Details...
<input type="button" value="Delete"/> marked instances						
Contact Tech Support to resolve report related problems - 888-317-3077						

RESULT

The selected reports are checked.

Step 2

ACTION

Click **Delete**.
OR

Access the **Report Details** window for a specific report. Click **Delete**.

Account Listing Report - Hierarchy Level						Refresh Schedule
Delete?	Status	Start Time		End Time		Size
<input type="checkbox"/>	Success	04/28/2000	09:11:25	04/28/2000	09:11:30	146k Details...
<input type="button" value="Delete"/> marked instances						
Contact Tech Support to resolve report related problems - 888-317-3077						

RESULT

Once you delete the report, the Report **Refresh/Schedule** window is instantly updated, and the report you deleted is no longer listed.

Note: If you still see the report listed after you deleted it, click the **Refresh** link at the top right of the window to update the display.

Follow these steps to View Report Details:

Step 1

ACTION

Locate the report for which you wish to view details on the Report **Refresh/Schedule** window.

RESULT

The report is located.

Account Listing Report - Hierarchy Level						Refresh Schedule
Delete?	Status	Start Time		End Time		Size
<input type="checkbox"/>	Success	04/28/2000	09:11:25	04/28/2000	09:11:30	146K Details
Delete marked instances						
Contact Tech Support to resolve report related problems - 888-217-2077						

Step 2

ACTION

Click the **Details** link for the desired report.

RESULT

The Report **Reschedule** window for that report displays with the details of that particular report.

Account Listing Report - Hierarchy Level					Reschedule		
Scheduled Time:					04/28/2000 09:11:18		
Start Time:					04/28/2000 09:11:25		
End Time:					04/28/2000 08:11:30		
File Size:					146K		
Prompts:							
HL1:		HL2:		HL3:			
9050002							
HT.5:		HT.6:		HT.7:			
STATUS:				Open			
ALL LEVELS:				YES			
Comma Separated Values					View		
Delete							

Lesson 4 *Viewing Online Reports*

Description

Reports are downloaded and viewed on the A/OPCs desktop in real time. There are several formats available that you can use to view a report. (Word, Excel, Info Analyzer, etc..) By providing reports in real time and in several formats, you have quick access to a wide range of applications to view the report.

What you will need before you begin

- A scheduled report that has been successfully ran
- A report viewing application, such as Info Analyzer, Microsoft Excel, or Access

In this lesson you will learn

- How to:
- View report details
 - Download an EAGLS report
 - View a report in the available formats
 - Print and save a report in the selected format

Situations where you may use this function

- When you need to analyze report data online
- When you need to print a report
- When you need to send a report file to a colleague through email or other electronic means

The screen you will use in this lesson

- Reports menu
- Report Refresh/Summary window

Available hyperlinks

Not applicable



What You Need to Know:

- Depending on your data reporting needs, you can select any one of the following formats in which to view a report:

- ❖ Info Analyzer
- ❖ Microsoft Excel
- ❖ Microsoft Word
- ❖ HTML
- ❖ Text
- ❖ Rich Text Format (RTF)
- ❖ Comma-Separated-Values (CSV)
(encloses alphanumeric field data in quotes and separates fields with commas)
- ❖ Data Interchange (DIF)
(often used for the transfer of data between different spreadsheet programs)
- ❖ Lotus 1-2-3
- ❖ Raw Data
(for selected reports only)

Note: *Raw Data is an advanced feature intended for experienced users. (Refer to the **Raw Data** lesson)*

*(For more information about report formats, see the **Accessing the Reporting Tool** lesson.)*

- It is not necessary to select a report viewer each time you run a report. You can set a default viewer in the main Reports window. (Info Analyzer is the automatic default.) Once you set the default in the main window, every report you run will be generated in that format, unless you change the format for a specific report instance.
- You have the option to change the viewer for specific report instances from the Report Details window. This will only affect that specific report and will not change the default for any of your other reports.

Key Terms

Download

The process to receive online reports through the internet from the reporting tool.


Report Viewer

A software application that allows a user to view a report.

Follow these steps to Download a Report:

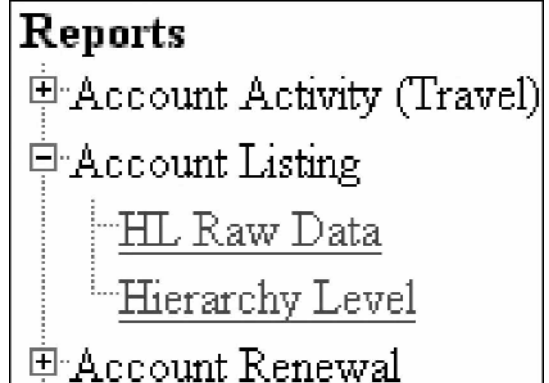
Step 1

ACTION

Click the  beside the appropriate report category on the Reports Menu.

RESULT

The drop down list of report types within that category displays.



Step 2

ACTION

Click on the report type you wish to view.

RESULT

The Report **Refresh/Schedule** window displays, listing each report instance along with start time, end time, and file size. For reports that were successfully run, a **Success** link displays in the **Status** column.

Account Listing Report - Hierarchy Level							Refresh Schedule
Delete?	Status	Start Time		End Time		Size	
<input type="checkbox"/>	Success	01/28/2000	09:11:25	01/28/2000	09:11:30	146k	Details...
Delete marked instances							
Contact Tech Support to resolve report related problems - 888-317-2077							

Step 3

ACTION

Click on the **Success** link in the **Status** column for the report you wish to view.

RESULT

The Download window displays, containing information about the file size and estimated download time, and the report is downloaded.

Account Listing Report - Hierarchy Level		
Processing file (CSV) format		
<u>Click here to download file</u>		
File size: 143K		
Approximate Download Time		
Connection Speed	Time	
14.4k bps	2 mins, 31 secs	
56K bps	24 secs	
1M bps	3 secs	
Contact TechSupport to resolve report related problems - 888-317-2077		

Note: If the report does not automatically download, click the **Click here to download file** link. You can also open the file from its current location, or save it to a disk.

Follow these steps to View a Report:

Step 1

ACTION

Click the **Details** link to the right of the appropriate report before clicking the **Success** link.

RESULT

The Report **Reschedule** window displays.

Step 2

ACTION

Click the drop down box ▾ beside **View** to view the available options, then click on the appropriate option.

RESULT

The option is highlighted.

Step 3

ACTION

Click **View**.

RESULT

The report is viewed on your desktop.

Note: If the report viewer is not **Info Analyzer**, you must click the **Click Here** link in order to download the report. Once you are viewing the report, you can print, save or export the report using the Print, Save and Export functions in the viewing tool you selected.

Lesson 5 *Raw Data Reports*

Description

The Reporting Tool delivers certain reports in a Raw Data format. This feature allows you to download data into an ASCII CSV file on your computer. The major benefit of Raw Data is to give the A/OPC the ability to manipulate the data within the file that was downloaded to create a specialized report to meet his/her specific needs.

What you will need before you begin

- Report data for one of the four EAGLS reports that is available in Raw Data format
- A reporting need that cannot be met by the available EAGLS report viewing options
- Winzip or PKZIP installed on PC
- Microsoft Access or Microsoft Excel installed on PC

In this lesson you will learn

- How to:
- Understand the Raw Data report format
 - Schedule a report to be downloaded in Raw Data format

Situations where you may use this function

- When you have reporting needs that cannot be met by the data manipulation capabilities of Info Analyzer or any of the other available formats, you can generate EAGLS reports to meet these needs.
- When you are using a software application that is not an option in the EAGLS report viewer menu.
- When the formatted version of a report creates a lengthy report which may not be efficient for your needs.

The screen you will use in this lesson

- Reports menu
- Reports Refresh/Schedule window
- Reports Schedule window

Available hyperlinks

Not applicable



What You Need to Know:

- This lesson is intended for users proficient in spreadsheet or database software (such as Excel, Quattro Pro, Lotus 1-2-3, Access, and Paradox).
The following four EAGLS reports are available in Raw Data format:
 - ❖ Account Listing by Hierarchy — Raw Data
 - ❖ Delinquency by Hierarchy/Severity — Raw Data
 - ❖ Delinquency by Hierarchy Level — Raw Data
 - ❖ Transaction Activity Hierarchy Level — Raw Data
- You can select the Raw Data for a specific report from the Reports navigation tree
- Once you import a Raw Data file into your own application, you can add, modify, or delete fields as necessary.
- Some of the ways you can manipulate data from Raw Data files in order to customize your reports are:
 - ❖ Delete unnecessary fields
 - ❖ Create specific subtotals and totals
 - ❖ Combine multiple Raw Data files into one report
 - ❖ Sort and extract data using the capabilities of your spreadsheet or database tool
- You will receive raw data files in comma-separated-value format (CSV) that have a file extension of .csv. A comma-delimited file is an ASCII text file that stores one record per line, placing a comma between each field as a separator. Most spreadsheet and database applications have the ability to import and export data in this format. Raw Data files will be downloaded in a compressed (zipped) file to speed download time. Upon receiving the data, you will have to de-compress (unzip) the file before you can import it into your application. This requires a utility such as WinZip or PKZip.
- Raw Data reports do not contain all of the groupings, counts, and totals that the online version of the reports contain. You will have to recreate these functions within the spreadsheet or database application into which you import the Raw Data.
- Just like online reports, Raw Data files are available for on-demand creation or for periodic scheduling.
- You will see reports run in Raw Data format listed on the report summary screen for the appropriate report category.

Suggested Uses

One way to use raw data files is to import account holder name and address fields into a word processing application, in order to merge this data into correspondence or other documents.

Key Terms


Raw Data

The feature in the Reporting Tool that allows a user to download data from certain reports into an ASCII CSV file on his/her PC. The user can then manipulate the data within that file to create a specialized report to meet his/her needs.

Follow these steps to Schedule a Raw Data Report:

Step 1

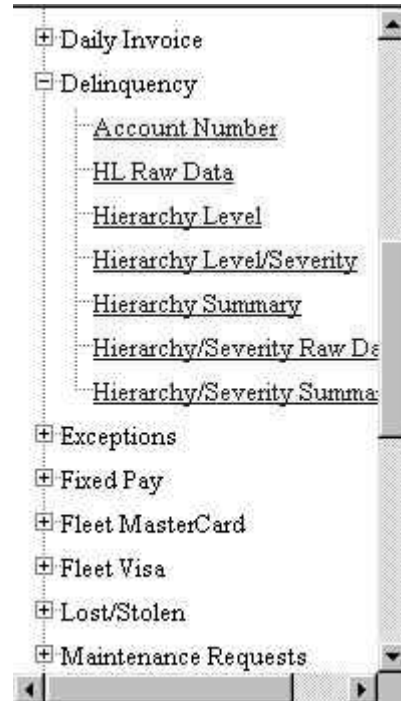
ACTION

Click on the  beside the appropriate report category on the **Reports** menu:

- **Account Listing**
- **Delinquency**
- **Transaction Activity.**

RESULT

The drop down box of report types within that category displays.



Step 2

ACTION

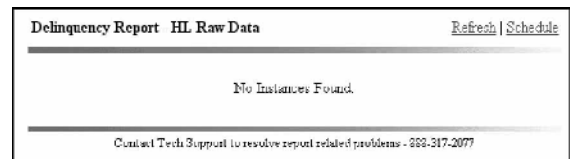
Click on the **Raw Data** option for the report.

***Note:** There are two Raw Data options for the Delinquency report.*

- *Hierarchy Level Raw Data*
- *Hierarchy Level/Severity Raw Data*

RESULT

The **summary** window for that report displays.



Follow these steps to Schedule a Raw Data Report:

Step 3

ACTION

Click on the **Schedule** hyperlink in the top right of the summary window.

RESULT

The **Schedule** window displays.

Delinquency Report - HI Raw Data

Prompts: HT.1 HT.2 HT.3 HT.4
IIL.5 IIL.6 IIL.7 IIL.8

ALL LEVELS

Time: At : / / / HHMM MM/DD/YYYY

Recur:

Contact Tech Support to resolve report related problems - 888-917-3177

Step 4

ACTION

Complete the report prompt fields and select the appropriate sorting options, then click the **Schedule** button. (See **Scheduling a Report** lesson).

RESULT

The report is generated in Raw Data format.

Delinquency Report - IIL Raw Data [Refresh](#) [Schedule](#)


Delete?	Status	Start Time	End Time	Size
<input type="checkbox"/>	Scheduled	04/28/2000 13:08:38	04/28/2000 13:08:38	N/A Details

marked instances.

Follow these steps to Download and View a Raw Data Report:

Step 1

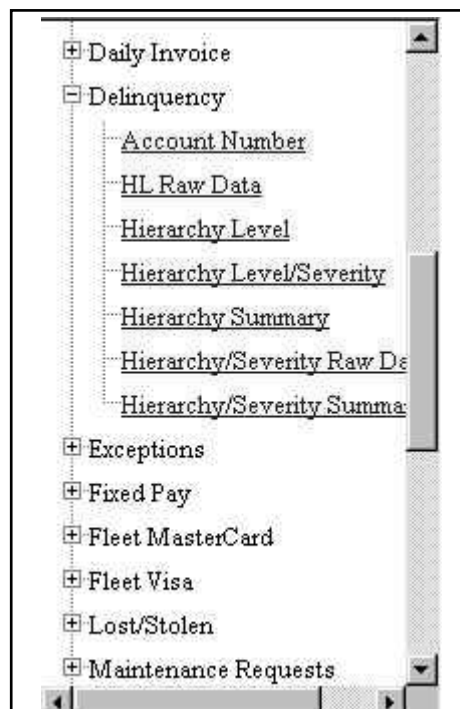
ACTION

Click the  beside the appropriate report category on the **Report Menu**:

- **Account Listing**
- **Delinquency**
- **Transaction Activity**

RESULT

The drop down list of report types within that category displays.



Step 2

ACTION

Click on the **Raw Data** option for the report.

***Note:** There are two Raw Data options for the Delinquency report.*

- **Hierarchy Level Raw Data**
- **Hierarchy Level/Severity Raw Data**

RESULT

The **Report Refresh/Schedule** window displays, listing each report instance along with start time, end time, and file size. For reports that were successfully run, a **Success** hyperlink displays in the **Status** column function.

Delinquency Report - HL Raw Data						Refresh Schedule
Delete?	Status	Start Time		End Time		Size
<input type="checkbox"/>	Success	04/28/2000	13:11:10	04/28/2000	13:11:16	1k Details...
<input type="button" value="Delete"/> marked instances.						
Contact Tech Support to resolve report related problems 888 317 2077						

Follow these steps to Download and View a Raw Data Report:

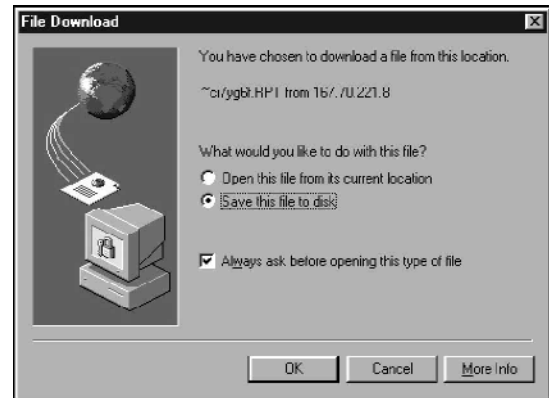
Step 3

ACTION

Click on the **Success** hyperlink in the **Status** column for the report you wish to view.

RESULT

The **Download** window displays, containing information about the file size and estimated download time. A **File Download** window pops up, asking you if you want to open the file or save it to disk. **Save this file to disk** is the default.



***Note:** If the report does not automatically download, click the **Click here to download file** link.*

Step 4

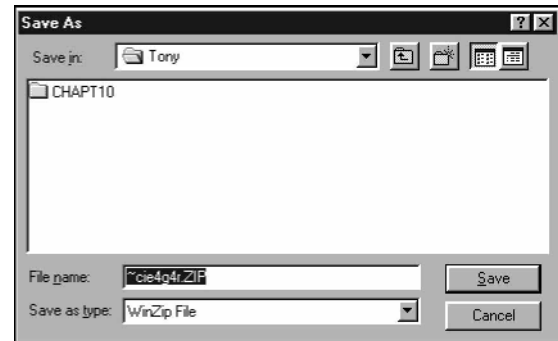
ACTION

Click **OK** in the **File Download** window.

RESULT

The **Save As** window displays, prompting you to name and save the file.

***Note:** Raw Data files are downloaded in WinZip format.*



Step 5

ACTION

Decompress (or unzip) the file using a decompression utility such as WinZip or PKZip.

RESULT

The file is decompressed into comma-separated-value (.csv) format, and you will be prompted to save it to a directory of your choosing.

***Note:** These steps are independant of the Reporting Tool and can be completed at a later time*

Follow these steps to Download and View a Raw Data Report:

Step 6

ACTION

Import the Raw Data file into your spreadsheet or database application.

RESULT

The data in the Raw Data file is imported into your application, where you can sort and otherwise manipulate it to meet your needs.

Note: When importing raw data files into other applications, some cleanup of data fields may be necessary.

[illegible]

Lesson 6 *Delinquency Reporting*

Description

The Delinquency Report lists all accounts that have past due balances from 30 to 180+ days. Accounts are grouped by 30, 60, 90, 120, 150, and 180+ days past due. The benefit of this report is to identify and manage total delinquency. An account is in a state of delinquency any time the balance has not been paid by the due date.

What you will need before you begin

- Reports populated with delinquency data
- An application through which to view report data

In this lesson you will learn

- How to:**
- Determine Delinquency
 - Identify and describe the reports in the Delinquency suite of reports
 - Use the Delinquency suite of reports to better manage delinquency in your program

Situations where you may use this function

- When you need to monitor delinquent payments due from accounts in your agency or organization
- When you need to identify delinquent account holders and evaluate delinquency in your agency or organization
- When you need to view summary delinquency data for your hierarchy or agency

The screen you will use in this lesson

- Delinquency**
- Account Number
 - Hierarchy Level
 - Hierarchy Summary
 - HL Raw Data
 - Hierarchy Level/Severity
 - Hierarchy/Severity Summary
 - HL/D Raw Data
- Suspension/Pre-Cancellation**
- Hierarchy Level
 - Summary
- Cancellation**
- Hierarchy Level
 - Summary
- Aging Analysis**
- Hierarchy Level
- Charge Off**
- Hierarchy Level/Date
- DOI/SBA HL Detail
 - DOI/SBA HL Summary
 - DOI/SBA HL Detail
 - DOI/SBA HL Summary

Available hyperlinks

Not applicable



What You Need to Know:

The following sections contain important information about delinquency reporting.

Delinquency Reports

The following reports will assist you in managing delinquencies:

Report Name	Isolates Specific Accounts in Delinquent Status	Provides Summary-Level Info. about Program
Delinquency • Account Number • Hierarchy Level • Hierarchy Level/Severity	Yes	
Delinquency Summary • Hierarchy Summary • Hierarchy Severity Summary		Yes
Pre-Suspension	Yes	
Pre-Suspension Summary		Yes
Suspension/Pre-Cancellation	Yes	
Suspension/ Pre-Cancellation Summary		Yes
Cancellation	Yes	
Cancellation Summary		Yes
Aging Analysis		Yes
Charge Off Report	Yes	

*(For a description of each report, see the **Available EAGLS Reports** lesson.)*

Delinquency by Cycle

Delinquency is measured by severity level, or how many cycles an account is past due. You may only be interested in viewing accounts that are in a specific severity level, or past due cycle.

The following EAGLS reports allow you to isolate accounts by severity level:

- Delinquency Report – HL Raw Data (available as a raw data file)
- Delinquency Report – Hierarchy Level/Severity
- Delinquency Report – Hierarchy Level/Severity Summary



What You Need to Know:

These reports provide data only for accounts at the severity level you specify. When scheduling these reports, you are required to select one of the following options:

- Cycle 2 = 61 – 90 days past due
- Cycle 3 = 91 – 120 days past due
- Cycle 4 = 121 – 150 days past due
- Cycle 5 = 151 – 180 days past due
- Cycle 6 = 181 - 210 days past due

Delinquency by Status

In addition, the following reports allow you to view accounts by specific delinquency status:

Status	Report
Pre-Suspension: IBAs 45 – 60 days past due CBAs 45 - 90 days past due	Pre-Suspension Report
Suspension/ Pre-Cancellation: IBAs 61 – 125 days past due CBAs 91+ days past due or if in a suspended status	Suspension/Pre-Cancellation Report
Suspension/ Pre-Cancellation (DOI/SBA) IBAs 61 - 96 days past due CBAs 91 + days past due or if in a suspended status	Suspension/ Pre-Cancellation (DOI/SBA only)
Cancellation: IBAs 126 – 180+ days past due	Cancellation Report
Cancellation (DOI/SBA): IBAs 96 – 180+ days past due	Cancellation Report (DOI/SBA only)
Charged Off: Accounts 210 or more days past due	Charge-Off Report

Delinquency Statuses

A delinquent account can be in one of the following four statuses of delinquency:

- **Delinquent:** An account is considered delinquent when it has balances over 45 days past due from the billing date. However, accounts will display on the Delinquency Reports at 31 dayspast due from the billing date.
- **Suspension:** An IBA has balances over 60 days past due from the billing date or a CBA has balances over 90 days past due from the billing date. The account is now suspended, which means the account or individual is prohibited from making purchases.
- **Cancellation:** An IBA has balances over 126 days past due from the billing date. The account is now cancelled and closed, and the accountholder may be reported to the credit bureau. (For DoI and SBA, IBAs reach Cancellation status at 96 days past due from the billing date.)
- **Charge-off:** An account has balances over 210 days past due from the billing date. The account is now charged off and and may be referred to an attorney or collection agency. Charged-off amounts are subtracted from purchases when calculating the agency refund.



What You Need to Know:

Use the following table to determine which delinquency report contains the information you are looking for:

For information on accounts in this status...	View these Reports...
Active	<ul style="list-style-type: none"> • Aging Analysis
Open	<ul style="list-style-type: none"> • Aging Analysis
30 Days Past Due	<ul style="list-style-type: none"> • Aging Analysis • Delinquency • Delinquency Summary
45-60 Days Past Due	<ul style="list-style-type: none"> • Pre-Suspension • Pre-Suspension Summary
60 Days Past Due	<ul style="list-style-type: none"> • Aging Analysis • Delinquency • Delinquency Summary
61-125 Days Past Due	<ul style="list-style-type: none"> • Suspension/Pre-Cancellation • Suspension/Pre-Cancellation Summary
90 Days Past Due	<ul style="list-style-type: none"> • Aging Analysis • Delinquency • Delinquency Summary
120 Days Past Due	<ul style="list-style-type: none"> • Aging Analysis • Delinquency • Delinquency Summary
126-180 Days Past Due	<ul style="list-style-type: none"> • Cancellation • Cancellation Summary
150 Days Past Due	<ul style="list-style-type: none"> • Aging Analysis • Delinquency • Delinquency Summary
180 Days Past Due	<ul style="list-style-type: none"> • Delinquency • Delinquency Summary
210 Days Past Due	<ul style="list-style-type: none"> • Delinquency • Delinquency Summary • Charge-Off Report
Cancelled	<ul style="list-style-type: none"> • Cancellation • Cancellation Summary
Charged-Off	<ul style="list-style-type: none"> • Charge-Off Report

Key Questions

This section answers some of the questions you may have about delinquency and delinquency reporting.

1. **Q:** What is a delinquent account?
A: Any account whose balance is not paid in full by the due date. This does not include disputed charges.
2. **Q:** How does an account become delinquent?
A: The balance is not paid by the account holder or by the agency by the due date.
3. **Q:** What happens to an account that is delinquent?
A: Individually Billed Accounts (IBA) are suspended after 60 days and cancelled after 126 days. DOI and SBA (IBA) accounts are suspended after 60 days and cancelled after 96 days.
4. **Q:** What happens if a payment is made on a delinquent account?
A: Partial payments are applied against the oldest balances first. For suspended accounts, the delinquent balance must be paid in full before the suspension is revoked.
5. **Q:** How can I monitor accounts that are delinquent?
A: By using the suite of Delinquency Reports.
6. **Q:** How does an account get suspended?
A: If payment for the undisputed principal amount has not been received 61 calendar days after the closing date on the statement of account in which the charge appeared, the account is suspended, unless otherwise directed by the A/OPC. (If the A/OPC elects not to suspend an account, the extenuating circumstances must be mission-related.)
7. **Q:** What happens to an account that is suspended?
A: The card will not be authorized.
8. **Q:** What happens if a payment is made on a suspended account?
A: By paying the past due balance, the account will be automatically reinstated.
9. **Q:** How can I monitor accounts that are suspended?
A: By using the Suspension Report.
10. **Q:** How does an IBA get cancelled?
A: An IBA is cancelled when undisputed principal balances are not paid within 126 days. (This could occur sooner for some agencies with a risk mitigation policy.)
11. **Q:** What happens to an account that is cancelled?
A: The account is closed and the account holder may be reported to the credit bureau.
12. **Q:** What happens if full payment is made on a cancelled account?
A: The payment will be recorded but the account will remain cancelled.

13. **Q:** How can I monitor accounts that are cancelled?
A: By using the Cancellation Report.
14. **Q:** How can I find out more information about an account that is in a delinquent status?
A: By using the account inquiry function in the online EAGLS system. The Account Listing Report and the Delinquency Reports provide additional information. The Account Activity Report details recent transactions.
15. **Q:** How current is the information on the Delinquency suite of reports?
A: The delinquency amount that appears on the reports is as of the last billing cycle. The last payment and account status information are more current, but will be two business days old.
16. **Q:** How does an IBA get charged off?
A: An IBA is charged off when undisputed principal balances are not paid within 210 days after billing.
17. **Q:** What happens to an account that is charged-off?
A: Charged-off balances may be referred to an attorney or to a collections agency. Charged-off amounts are subtracted from Purchase amounts when calculating the agency refund.
18. **Q:** What happens if a payment is made on a charged off account?
A: Collection or legal action may be ceased. Accounts will not purge off the Charge Off report when a balance is paid in full.
19. **Q:** How can I monitor accounts that are charged off?
A: By using the Charge Off Report. The Charge Off report captures historically accounts with the charged-off status. Accounts will not purge off the Charge Off report, regardless of current status or when a balance is paid in full.
20. **Q:** How do charged-off accounts affect my agency?
A: Your agency's refund will be affected by the amount of the charged off accounts. The charged-off amount will be subtracted from the Purchase amount before the refund is calculated.

Lesson 7

Using the Exceptions Report and the Authorizations/Declines Report

Description

Exception Reports are used to help the A/OPC identify potential irregularities in card usage, trend analysis, and detailed review of specific MCC's. The user may use the reports to do the following:

- Review detail cash usage in combination with retail spending
- Select cash usage with or without travel-related spending
- Isolate casino cash usage
- Identify mail and telephone order MCC's (Merchant Category Code)

What you will need before you begin

- Exceptions and Authorizations/Declines reports, populated with data
- An application through which to view report data

In this lesson you will learn

How to:

- Identify and describe the information you will find on the Exceptions and Authorizations/Declines reports
- Use the Exceptions and the Authorizations/Declines reports to detect possible card usage irregularities in your agency or organization

Situations where you may use this function

- When you suspect there are account holders in your agency or organization who are using their cards inappropriately
- When you want to identify patterns and trends in card usage

The screen you will use in this lesson

- Exceptions: Account Number
- Exceptions: ATM/Cash Activity
- Exceptions: Hierarchy Level
- Exceptions: Returned Check Charges
- Exceptions: Transactions over \$2,500
- Authorizations/Declines

Available hyperlinks

Not applicable



What You Need to Know:

- You can use the Exception and Authorizations/Declines reports together as tools to detect and research possible card usage irregularities. Card usage irregularities can sometimes be detected by analyzing uncommon card use patterns that can be found by reviewing these reports. Some examples of these patterns are:
 - Attempted cash transactions
 - Declined authorizations at specific types of merchants
 - Cards with a high authorization decline rate
- The Exception reports provide data on specific types of posted transactions.
- The Declined Authorizations report provides real-time data for authorizations that are being declined and at which merchants for specific account holder accounts. This information is pulled from the TSYS authorization request systems.
- When scheduling the Exceptions: MCC and the Authorizations/Declines report, you can select either a specific MCC code or a range of codes. Some MCC codes that you may want to monitor are:
 - Mail, telephone, or internet order companies
 - Other "card unauthorized" merchant categories
 - Cash with retail spending
 - Cash with and without travel
 - Casino cash

Exceptions Reports

The following reports make up the Exceptions suite of reports:

- Exceptions: Account Number
- Exceptions: ATM/Cash Activity
- Exceptions: Hierarchy Level
- Exceptions: Returned Check Charges
- Exceptions: Transactions over \$2,500

(For a description of each report, see the Available EAGLS Reports lesson.)

The Exceptions: Hierarchy Level Report

Use the Exceptions: Hierarchy Level report to review posted transactions completed at a specified merchant(s) or merchant category(ies). You can also use this report to review specific types of related cash card usage.

The following MCC codes are included in this report:

Description	MCC Code or Ranges
Retail Sales	5000 range note: 5812 is Restaurants
Direct and Catalogue Merchants	5963
Telemarketing Merchants	5966-5968
Direct Marketing	5969
Tourist Attractions and Exhibits	7991



What You Need to Know:

The Exceptions: ATM/Cash Activity Transactions

The following MCC codes are included in this report:

Description	MCC Code or Ranges
Wire Transfers	4829
Financial Institutions (ATMs)	6010
Financial Institutions (Teller Cash)	6010 and 6011
Betting	7995

The Authorizations/Declines Report

Use the Authorizations/Declines report to review accounts with declined charges, identify trends, and determine potential cause for action. This can help you detect and research possible card irregularities. *If a card has a high authorization decline rate, this may be a sign of uncommon use.*

In addition, you can use the Authorizations/Declines report to see how the merchant category codes (MCC) set is working for your program. It can be used to review the merchants at which authorization requests are being both authorized and denied. The reports can be used to review cards with a high decline rate.

Key Terms

Merchant Category Codes

A contractor-assigned categorization of the type of business the merchant is engaged in and the kinds of goods and services provided. These codes are used as an authorized transaction type code on a card/account to identify those types of businesses who provide goods and/or services that are authorized.

Lesson 8

Using Info Analyzer

Description

Info Analyzer is a viewing software package that assists in downloading large reports and manipulating data to customize reports.

What you will need before you begin

- Info Analyzer software installed on your PC
- A report that is displayed or viewed in Info Analyzer

In this lesson you will learn

- How to:
- Select Info Analyzer as your online report viewer
 - Print a report from Info Analyzer
 - Search for data within a report using Info Analyzer's Search Expert
 - Customize a report to display only select data using Info Analyzer's Select Expert
 - Export a report from Info Analyzer into another application

Situations where you may use this function

- To display selected data in a report
- To search for a specific field in a report
- To show/hide specific fields on a report
- To download a very large report

The screen you will use in this lesson

Not applicable

Available hyperlinks

Not applicable



What You Need to Know:

- Info Analyzer can be downloaded from the GCSU Technical Helpdesk Web site. You can access the THD by clicking on **Help** from the EAGLS Main Menu. Click on the Reporting Tool hyperlink and follow the online directions.

System Requirements:

- 486 or better processor (Pentium preferred)
 - CD-ROM (if not downloading from THD website)
 - Windows 95, 98, or NT
 - MS Internet Explorer 4.0 or higher
 - Netscape Navigator 4.0 or higher
 - Netscape Communicator 4.0 or higher
-
- You can only download and use Info Analyzer if it has been accepted for use in your agency by the program manager and Information Security team. If you are unsure that your agency is utilizing Info Analyzer, contact your agency program manager or your Bank of America account manager.
 - If your agency's firewalls do not permit downloading the Info Analyzer program from the Internet, you can obtain a copy of the program on CD-ROM. Contact your Agency Program Manager or Bank of America account manager.

The following rules apply to Show/Hide Reports.

- This function can only be used when using Info Analyzer as your viewer.
- When report fields are suppressed, the info Analyzer Drill Down option becomes unavailable.

Benefits

- Using Info Analyzer provides you with the following benefits:

❖ Faster Downloads

Compresses data significantly to enable report contents to be transmitted faster. Eliminates problems caused by poor server connections, slow modem lines, and system timeouts.

❖ Online Report Archiving

Provides you with the options to view downloaded reports right away or save them to a local or network drive. There is no need to stay connected to EAGLS while viewing downloaded reports.

❖ Better Report Presentation

Provides a range of formatting options that improve the readability of reports.

❖ Customized Reports

Includes Export, Search, and Select Expert functions that provide you with enhanced capabilities to navigate through lengthy reports and manipulate report data.

Features

- Info Analyzer is a report viewing software package that was created to assist agencies in downloading and viewing large reports.
- Info Analyzer is available at no cost to your agency. (However, it is only available for installation and use in your agency with the acceptance of your agency's program manager and Information Security team.)
- Info Analyzer contains the following functions to help you move around easily in lengthy reports while viewing them online:
 - ❖ GroupTree– A directory tree of a report that contains a listing for every hierarchy level or group in the report, allowing you to view specific sections of the report without scrolling through the report. The tree can be expanded and collapsed to view different levels within the reporting structure. The Group Tree displays on the left side of the report preview and can be turned on or off from the toolbar.

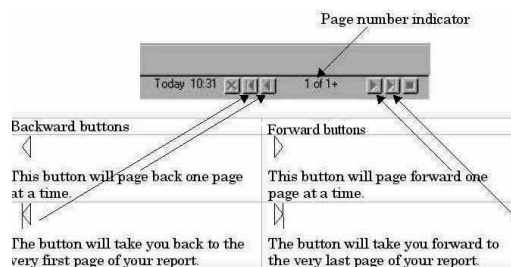


What You Need to Know:

- ❖ **Drill Down** – A report viewing option that allows you to select a specific hierarchy level or group from a report's Group Tree. This creates a new tab on the report window that displays *only* the report data for the hierarchy or group you selected. (The tab can be deleted when you are finished viewing the drill down data, without changing the original report. Click on the button on the tool bar to remove.) A magnifying glass icon next to a listing on the Group Tree indicates that the drill down function is available for that level of information.
- ❖ **Zoom Control** – A viewing option that allows you to magnify or shrink a report as it appears in the report preview window. You can use this option to zoom in on a specific section of a report, or to pan out for a bird's eye view of the report.
- ❖ **Search Expert** – A search window that allows you to enter search criteria for a specified report field, and then jump to the specific field containing the data that matches the search criteria. This saves you time scrolling through reports online looking for data.

The following screen display illustrates how to navigate through the number of pages on a report when viewing the report in the Info Analyzer.

Navigational buttons for Info Analyzer



- In addition, Info Analyzer contains the following functions that make it easy to print and customize your report data:

- ❖ **Print** - allows you to print reports to your local printer.
- ❖ **Record Sort Order** - allows you to change the order in which records appear in a report.

Note: This is a separate sorting function from the sorting options you selected when scheduling the original report, and can be used to enhance or change the display of data on your report.

- ❖ **Select Expert** – allows you to select specific records or groups that you want to display in the report. This allows you to filter data and produce customized reports.
- ❖ **Export** – allows you to save report data in a variety of file formats, including text, html, rich text, data-interchange format, and comma-separated values. These files can then be imported into other spreadsheet, database, and word processing applications for further customization.

Note: This is a separate function from the report viewer selection you made in the Reporting Tool, and can be used to change the initial format in which a report was run without having to reschedule the report. For more information, see the "Reporting Tool" chapter

Follow these steps to Print a report from Info Analyzer:

Step 1

ACTION

Click on the **Printer** icon from the menu bar.

RESULT

The selected report prints.

*Note: If your Printer icon appears to be shaded out, Follow **Steps 2-5**.*



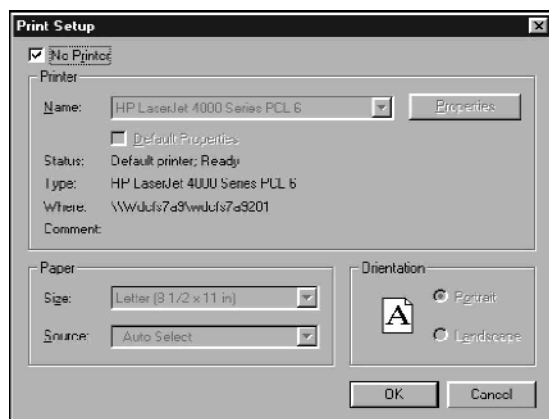
Step 2

ACTION

Click on **File** from the menubar, then click on **Printer Setup**.

RESULT

The **Printer Setup** window displays with the **No Printer** check box selected.



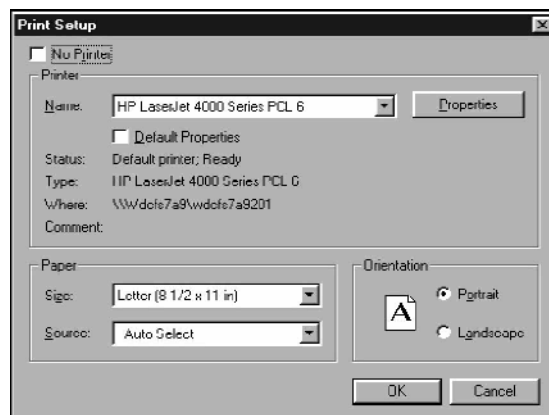
Step 3

ACTION

Click in the **No Printer** check box from the **Printer Setup** window.

RESULT

The check is removed.



Follow these steps to Print a report from Info Analyzer:

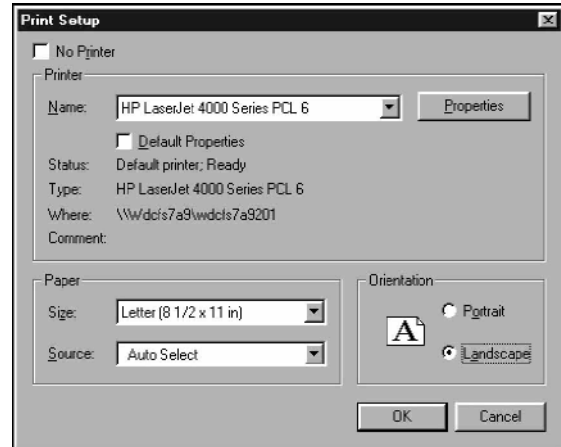
Step 4

ACTION

Click on the radio button beside **Landscape**.

RESULT

The print layout is changed to landscape orientation.



Step 5

ACTION

Click on **OK**.

RESULT

The report refreshes and the Printer icon is highlighted. The report is now available to print. The Print dialogue box displays.



Follow these steps to Search for data using the Search Expert

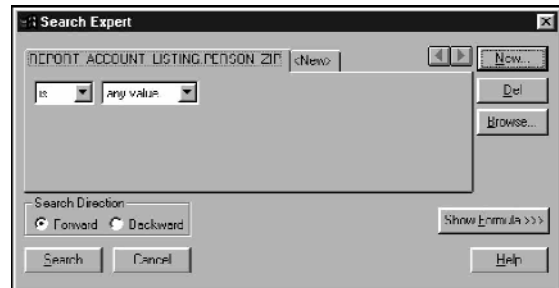
Step 1

ACTION

Click on the **Search** icon (binoculars) from the task bar once you are viewing a report in **Info Analyzer**.

RESULT

The **Search Expert** box displays.



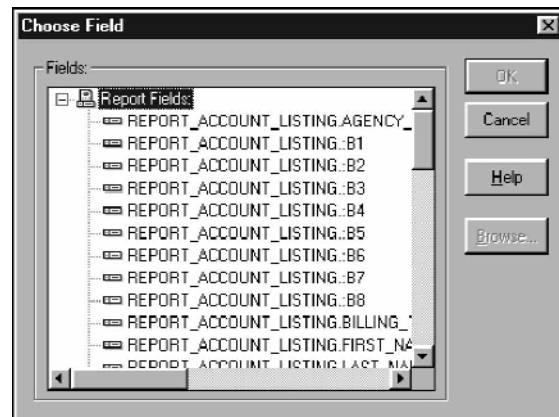
Step 2

ACTION

Click on **New** on the right side of the screen.

RESULT

The **Choose Field** box displays.



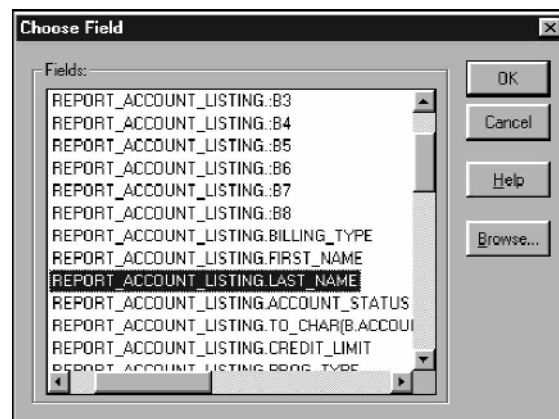
Step 3

ACTION

Scroll to the right until **Agency Name** is visible, and then scroll down until the desired field is visible (i.e., **Last_Name**). Click on the desired field.

RESULT

The desired field is highlighted.



Follow these steps to Search for data using the Search Expert:

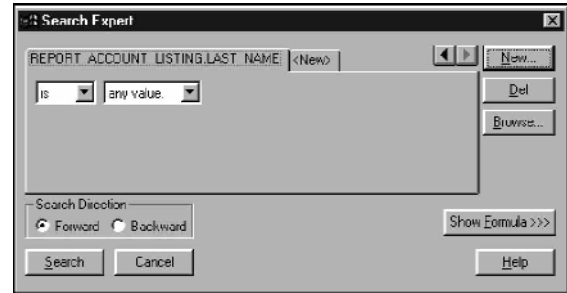
Step 4

ACTION

Click **OK**.

RESULT

The **Search Expert** box displays.



Step 5

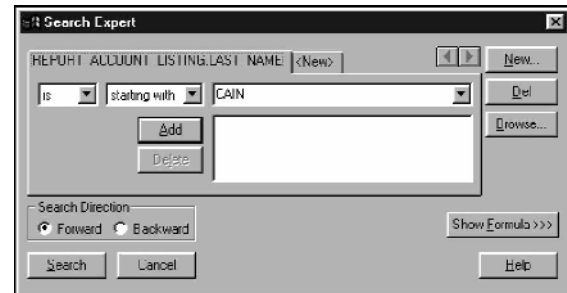
ACTION

Select the "is" option in the first drop down box. Select the desired value in the second drop down box. Available values include:

- Any value
- Equal to
- One of
- Less than
- Greater than
- Between
- Starting with
- Like
- Formula

RESULT

The value selected displays and a third drop down box displays.



Follow these steps to Search for data using the Search Expert:

Step 6

ACTION

Select the desired search criteria in the third box based on the field you chose, or click in the text field and type the desired search criteria based on the field you chose.

***Note:** For example, select the "Starting With" value in the second drop down box. A third window with a drop down list displays. Type the last name or first letter of the last name capitalized in the box.*

RESULT

The screen will refresh and jump to the report page containing the desired search value and highlight the area of the criteria selected with the box.

Step 7

ACTION

Click **Search**.

RESULT

The desired report displays.

1	Q	CUREBAKURA	DRUGS/TOX/450CT	FRUITVILLE	NC	2001
1	Q	CUREBAKURA	DRUGS/TOX/450CT	FRUITVILLE	NC	2001
1	Q	CUREBAKURA	DRUGS/TOX/450CT	FRUITVILLE	NC	2001
1	Q	CUREBAKURA	DRUGS/TOX/450CT	FRUITVILLE	NC	2001
1	Q	CUREBAKURA	DRUGS/TOX/450CT	FRUITVILLE	NC	2001
1	Q	CUREBAKURA	DRUGS/TOX/450CT	FRUITVILLE	NC	2001
1	Q	CUREBAKURA	DRUGS/TOX/450CT	FRUITVILLE	NC	2001
1	Q	CUREBAKURA	DRUGS/TOX/450CT	FRUITVILLE	NC	2001
1	Q	CUREBAKURA	DRUGS/TOX/450CT	FRUITVILLE	NC	2001
1	Q	CUREBAKURA	DRUGS/TOX/450CT	FRUITVILLE	NC	2001

***Note:** To find the next occurrence, click the Search icon (binoculars) and click **Search**.*

Follow these steps to Search for data using the Search Expert

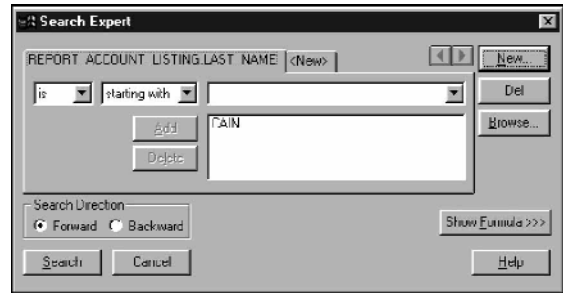
Step 8

ACTION

Click **Search** (binoculars) on the task bar to remove the Search Expert.

RESULT

The Search Expert box displays.



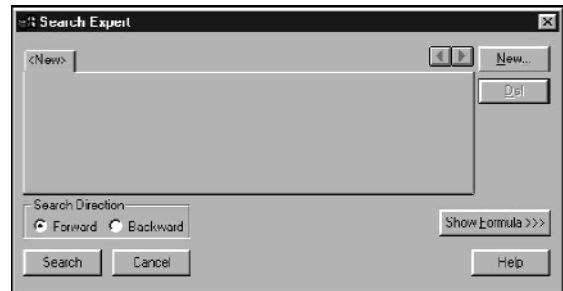
Step 9

ACTION

Click **DEL** on the right hand side of the box.

RESULT

The Search criteria disappears.



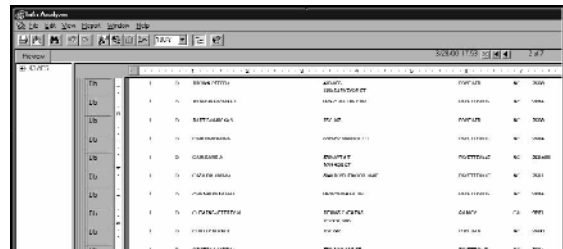
Step 10

ACTION

Click **Search** to refresh the box.

RESULT

The **Search Expert** disappears and the search criteria are removed.



Note: Repeat this procedure to restore the Report to its original view.

Follow these steps to Customize a report to display select data:

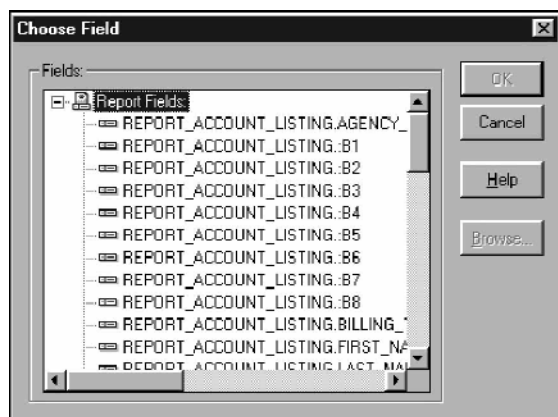
Step 1

ACTION

Click **Select Expert** (hand with objects) on the task bar.

RESULT

The **Choose Field** box displays.



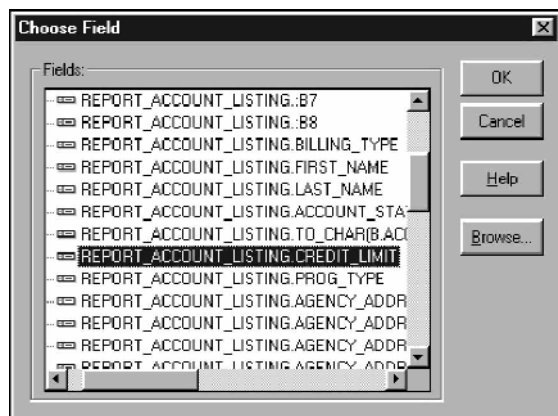
Step 2

ACTION

Scroll down until the desired field is visible and click on this field.

RESULT

The desired field is highlighted.



Step 3

ACTION

Click **OK**.

RESULT

The **Select Expert** dialogue box displays.

Customize a report to display select data:

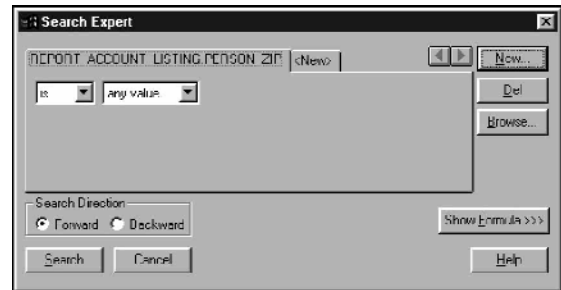
Step 4

ACTION

Select the “is” option in the first drop down box. In the second drop down box select the desired value. In the third drop down box select the desired search criteria based on the field. Click **OK**.

RESULT

The screen refreshes and displays your report based on the sort criteria you selected.



Follow these steps to Export a report from Info Analyzer:

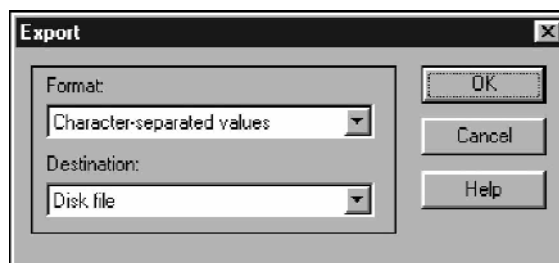
Step 1

ACTION

Click on the **Export** button (envelope with the downward red arrow) on the task bar.

RESULT

The Export dialog box appears.



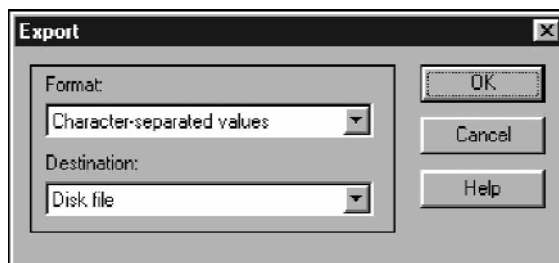
Step 2

ACTION

Click on the desired format in the **Format** drop down box. Click on the desired destination in the **Destination** drop down box.

RESULT

The desired destination displays.



***Note:** Disk File allows the report to be saved on a disk and on the hard drive.*

Step 3

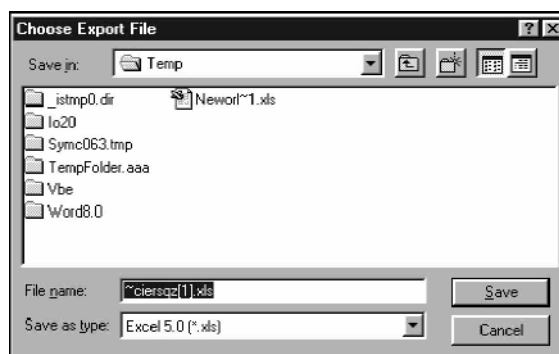
ACTION

Select where you want to save the document in the **Choose Export File**.

***Note:** For example, type C:\My Documents, and then remove the default name and choose the desired name for the report. Click **Save**.*

RESULT

The report is saved in the desired format and location. To view the exported report, locate the report where you selected it to be saved. Open the report using the appropriate steps.



Follow these steps to Show /Hide a Report Field:

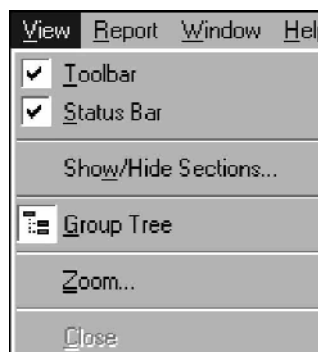
Step 1

ACTION

Locate view on the Tool Bar once you are viewing the report. Click on **View**.

RESULT

A drop down menu displays.



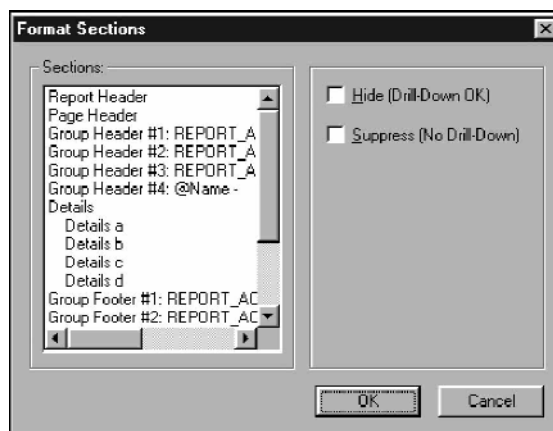
Step 2

ACTION

Click on **Show/Hide Sections**.

RESULT

The Format Sections menu displays.



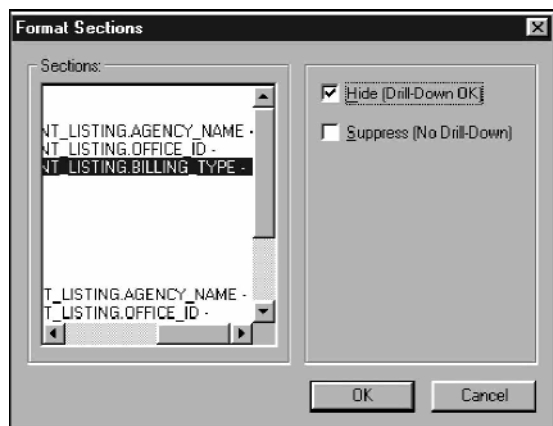
Step 3

ACTION

Highlight the desired field to Hide and/or Suppress.
Click on the **box** adjacent to Hide(Drill-Down OK).

RESULT

A check mark appears in the box.



Follow these steps to Show /Hide a Report Field:

Step 4

ACTION

Click **OK**.

RESULT

The field you selected is hidden.

Note: Repeat this procedure to restore the Report to its original view.

Address	City	State	Zip	Amount	Payment
100A CHATEAU CT	CHANDLER	NC	2800914	\$10,000.00	T
40 CHANDLER ST	CHANDLER	NC	2800700	\$10,000.00	T
412 LAMBERTSON AVE	FAYETTEVILLE	NC	2800212	\$10,000.00	T
1017 CATH ROAD	FAYETTEVILLE	NC	2800000	\$10,000.00	T
21 WATERMAN DR	WATERMAN	NC	28447	\$10,000.00	T
200 N. CHANDLER ST	FAYETTEVILLE	NC	28444	\$10,000.00	T
3001 POTOSI CIRCLE DR	FAYETTEVILLE	NC	2800000	\$10,000.00	T
210 CHANDLER DR	CHANDLER	NC	28025	\$10,000.00	T
9000 LULLING DR	FAYETTEVILLE	NC	28011	\$10,000.00	T

EAGLS Functions for Account Holders

Overview

This chapter is applicable to account holders only if their agency/organization permits them access to **EAGLS**. The procedures in this chapter are written from the account holder's perspective.

This Chapter is a reference tool and includes important information about the program as well as EAGLS system procedures. It is intended for you to use as a reference when instructing and answering account holder questions about card use and EAGLS functions.

Account holders may access the **Maintenance, Account Inquiry/Maintenance**, and **Transaction Data functions** on the EAGLS Main Menu in order to perform various functions.

In this chapter you will learn

- Guidelines for GSA SmartPay Card Program.
- Proper Card use.
- How account holders view and activate their account.
- How account holders change account information and request credit limit increase.

Lesson 1: GSA SmartPay Card Program General Information

Lesson 2: Activating your Account

Lesson 3: Requesting a Replacement Card

Lesson 4: Changing Account Holder Information

Lesson 5: Requesting a Credit Limit Change

Lesson 6: Changing Your Personal Identification Number (PIN)

Lesson 7: Viewing Statement Transaction Information

Lesson 8: Disputing a Transaction

Lesson 9: Viewing Tax Detail Information

Benefits and advantages

- The GSA Card Program offers account holders an easy and efficient management tools for organizing several aspects of their account.
- Account holders who have access to EAGLS have the convenience of viewing and maintaining account information as well as requesting Credit Limit increases, on line from their PC.

Lesson 1 *GSA SmartPay Card Program General Information*

Description	This lesson contains general information and guidelines about the GSA SmartPay Card Program, including proper card use.
--------------------	---

What you will need before you begin	Not Applicable
--	----------------

In this lesson you will learn	<ul style="list-style-type: none">• How to use the your Card.• The responsibilities of the account holder.
--------------------------------------	---

Situations where you may use this function	<ul style="list-style-type: none">• When you need to explain to the account holder how to use his/her Card.• When you need to explain to the features of the GSA SmartPay Card Program to account holders.
---	---

The screens you will use in this lesson	Not Applicable
--	----------------

Available hyperlinks	Not Applicable
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What You Need to Know:

The success of the GSA SmartPay Card Program depends on the A/OPC and the account holder's participation and understanding of the program guidelines for your agency/organization. Please be sure to read and refer to this lesson when informing the account holder about general guidelines and information regarding their account.

Important: Account holders should contact their A/OPC for questions and detailed information on your agency/organization's specific policies and procedures related to your account(s) and its proper use.

Key Terms

Odometer

The meter on your dashboard used to record the total mileage or trip mileage.

Guidelines for GSA SmartPay Card Program Use

The Card may be used for purchase, travel, and/or vehicle expenditures incurred while conducting official government business. The card may not be used for personal expenditures.

Purchasing Transactions

Examples of typical purchasing transactions that may be made with the Card include:

- | | | |
|---------------------|-------------------|------------------|
| ■ Calculators | ■ Toner | ■ Equipment |
| ■ Tools | ■ Books | ■ Computer Parts |
| ■ Cleaning Supplies | ■ Office Supplies | ■ Hardware |
| ■ Hardware | ■ Software | ■ Paper |

Travel Transactions

The Card will generally be accepted at merchant locations worldwide for the following types of services.

- | | |
|---------------------------|-------------------------------|
| ■ Air Travel | ■ Auto Rental |
| ■ Rail Travel | ■ Food Service Establishments |
| ■ Lodging | ■ Fuel |
| ■ Transportation Services | ■ ATM Access |

To authorize a transaction at the point of sale for Travel and Purchase expenditures:

Step	Action
1:	Present your card to the attendant.
2:	Attendant will request you to enter your ID or PIN number on a PIN pad.
3:	Attendant will request your signature on the sales draft to authorize the transaction. Verify amount and sign if correct.
4:	Be sure to obtain and keep a copy of the sales receipt for your records.

Using your card at the ATM

Insert or swipe your card at the ATM, enter your Personal Identification Number (PIN), and follow the onscreen prompts. Be sure to press the "credit" key on the ATM screen - not the "checking" or "fast cash" options.

Locating an ATM?

To identify ATM locations for cash access, use the ATM site locator found at the following Web site address: www.bankofamerica.com/government.

Statement of Account

An itemized Statement of Account is sent within five business days of the close of each billing cycle. Your Statement of Account can also be accessed via EAGLS. Statements are mailed directly to the account holder's address of record and include transaction information for the billing period and due date for payment.

Reconciliation

Account holders and drivers should follow their agency/organization's policies and regulations for reconciliation, approval, and cost allocation.

Dispute & Billing Errors

For all merchant issues, the account holder should make every attempt to resolve the problem directly with the merchant. If the issue cannot be reasonably resolved with the merchant or the problem is an unresolved transaction or "billing error", the account holder should contact the Bank of America Government Card Services Unit by phone at 1-800-472-1424 or call collect at 1-757-441-4124 if outside the United States. A temporary credit will be posted to the account pending resolution of the dispute.

Lost/Stolen Card Reporting

A/OPCs or account holders must promptly report a lost or stolen card to Bank of America. Our Government Card Services Unit is staffed 24 hours a day/seven days a week to accept calls from account holders reporting lost or stolen cards. Subsequently, a replacement card with a new account number will be sent to the account holder at the address on file or at the address requested. Cards reported lost or stolen are immediately blocked from accepting additional charges. If unauthorized charges have occurred, they will be disputed. The government will not be liable for unauthorized charges.

Lesson 2 *Activating an Account***Description**

The **Maintenance** function allows the account holder to activate a new or reissued account online and to confirm receipt of the card by selecting the **Account Activation** option. When the account holder receives the card, the account will have an inactive account status and cannot be used until it is activated.

Account holders who do not have a restricted card have three options to activate their account. 1) Access EAGLS and follow the steps in this lesson (account holders with EAGLS access only). 2) Call the toll-free number shown on the activation label attached to the front of the new card and follow the prompts for activation. 3) Contact GCSU for card activation at 1.800.311.7810. Account holders with a restricted card should call their A/OPC.

What you will need before you begin

- User ID and Password
- Account Number

In this lesson you will learn

- How to:
- Activate an account for immediate use.
 - Confirm receipt of the card.
 - Explain to the account holder how to use this function.

Situations where you may use this function

- Account holder has received his/her card and needs to activate the card for use

The screens you will use in this lesson

- Account Activation Search
- Account Activation
- Account Activation Confirmation

Available hyperlinks

Not applicable



What You Need to Know:

- The account will have an inactive account status and cannot be used until it is activated.
- If the account has already been activated, an error message will display to explain that the account is already active.
- Cards issued internationally do not need to be activated and may be used immediately.

Key Terms

Active Account

An open account that has been activated and is available for use.

Inactive Account

Open account that has not been activated and is not available for use.

Status

An indicator on an account which shows if it is opened or closed. The account status indicates if the account may be used for future transactions. The Opened status may also show a level of delinquency notation. The Closed status will also show a closure reason notation.

Follow these steps to activate an account:

Step 1

ACTION

Click on **Maintenance** from the **EAGLS Main Menu**.

RESULT

The available functions within **Maintenance** display

Agency Invoice Search		
<input type="button" value="Submit"/> <input type="button" value="Clear"/>		
Search For: <input checked="" type="radio"/> Current Transactions <input type="radio"/> Current Invoice <input type="radio"/> Invoice <input type="text" value="(MM/YYYY)"/>		
Search By: <input type="checkbox"/> Account Number <input type="text"/> <input type="checkbox"/> Hierarchy Depth <input type="button" value="Current level"/> <input type="button" value="Downward hierarchy"/>		
Level	Number	Description/Name
ILL1	8000001	DEPARTMENT OF THE INTERIOR
WT2	8000001	OFFICE OF SURFACE MINING
TTA3	1106878	ASST SECY POLICY, MGMT BUDGET
HL4	4106877	DEF ASST SECY BUDGET & FIN
WT5	1106881	OFF OF ADMINISTRATIVE PROCURMENT EXC

Step 2

ACTION

Click on **Account Activation**.

RESULT

The **Account Activation Search** screen displays.

Search For	
<input checked="" type="radio"/> Current Transactions	
<input type="radio"/> Current Invoice	
<input type="radio"/> Invoice	<input type="text" value="(MM/YYYY)"/>

Step 3

ACTION

Type the account number that is on the new or reissued card in the **Account Number** field.

RESULT

The account number displays.

Search By		
<input type="checkbox"/> Account Number	<input type="text"/>	
<input type="checkbox"/> Hierarchy Depth	<input type="button" value="Current level"/>	<input type="button" value="Downward hierarchy"/>
Level	Number	Description/Name
ILL1	9400001	DEPARTMENT OF THE INTERIOR
WT2	0000001	OFFICE OF SURFACE MINING
HL4	3106820	ASST SECY POLICY, MGMT BUDGET
TTA4	4106877	DEF ASST SECY BUDGET & FIN
HL5	5106881	OFF OF ADMINISTRATIVE PROCURMENT EXC
TT6	<input type="text"/>	
HL7	<input type="text"/>	
ILL8	<input type="text"/>	

Step 4

ACTION

Click **Submit**.

RESULT

The **Account Activation** screen displays.

Search For	
<input checked="" type="radio"/> Current Transactions	
<input type="radio"/> Current Invoice	
<input type="radio"/> Invoice	<input type="text" value="(MM/YYYY)"/>

Follow these steps to activate an account:

Step 5

ACTION

Verify that the information is correct and click **Submit**.

RESULT

The **Account Activation Confirmation** screen displays.

Agency Invoice Transactions									
Account: CORP HUS ACE3802801									
Trans Date	Post Date	Trans Amount	Credit	Billing Type	Merchant Name	Merchant Category	Trans Reference #	Trans Information M-Statement P-Statement S-Report A-Admin	
08/23/2000	08/23/2000	\$20,000.00	<input type="checkbox"/>	Credit	TEST PAYMENT	U	7486123000000000000		
Master Accounting Code: 1122234423557788									
08/01/2000	08/01/2000	\$10,000.00	<input type="checkbox"/>	Credit	TEST PAYMENT	U	7486123000000000000		
Master Accounting Code: 1122234423557788									
08/01/2000	08/01/2000	\$10,000.00	<input type="checkbox"/>	Credit	TEST PAYMENT	U	7486123000000000000		
Master Accounting Code: 1122234423557788									
08/15/2000	08/15/2000	\$10,000.00	<input type="checkbox"/>	Credit	TEST PAYMENT	U	7486123000000000000		
Master Accounting Code: 1122234423557788									

Step 6

ACTION

Click **OK**.

RESULT

The **Account Activation Search** screen displays.

Current Transaction Details			
General Transaction Information			
Amount of Charge/Credit	\$100.00	Billing Type	Credit
Billed To	926301610000009530	Merchant 1057	
Merchant DUNS		Merchant 1099	
Endorsement/Restrictions	<input type="checkbox"/>	Manual Reallocation Flag	No
		<input type="button" value="Submit"/>	<input type="button" value="Cancel"/>
		<input type="button" value="Display Transaction"/>	<input type="button" value="Transfer Transaction"/>
Copyright © 1999 Bank of America, NA (BSA). All rights reserved.			

Lesson 3 *Requesting Replacement Card***Description**

The **Request Card** option found under the **Maintenance** main menu function, allows the account holder to request a replacement card. A replacement card may be requested if the card is unusable due to damage to the magnetic strip or card plastic. If the replacement of the card is not urgent, account holders may use the **Request Card** option. The card will be sent via the U.S. Postal Service and will take seven to ten business days to deliver. If the replacement card is urgent, account holders should contact GCSU to request a replacement card be delivered by another delivery option.

Account holders without access to EAGLS should contact GCSU Customer Service to request a replacement card.

***Note:** In the event the card is lost or stolen the account holder should call GCSU immediately. GCSU Customer Service at 1.800.472.1424 will issue a new card and new account number.*

What you will need before you begin

- User ID and Password
- Account Number

In this lesson you will learn

- How to:
- Request a replacement card by using the Request Card function
 - Explain to account holder how to use this function

Situations where you may use this function

- If the card is unusable due to damage to the magnetic strip or card plastic

The screens you will use in this lesson

- Request Card Search
- Request Card
- Request Card Verification
- Request Card Confirmation

Available hyperlinks

Not Applicable



What You Need to Know:

- You can request one card per account.
- If a card is lost or stolen, the account holder must contact the GCSU immediately. In these situations, a new card and new account number will be issued. When a new card and new account number are issued, the account history will transfer to the new card account.

Key Terms

Card Plastic

The physical charge card that you use to purchase goods and services.

Magnetic Strip

The strip on the back of your charge card that contains magnetically encoded information related to your account.

USPS

(Card Delivery Option)

United States Postal Service. A delivery option for a replacement card that takes seven-to-ten business days to deliver. This is the delivery method used when an account holder requests a replacement card via the **Request Card** function in EAGLS.

Follow these steps to request a Replacement Card:

Step 1

ACTION

Click on **Maintenance**, from the **EAGLS Main Menu**.

RESULT

The available functions within **Maintenance** display.

Maintenance

[Account Activation](#)

[Change ATM PIN](#)

[Convenience Checks](#)

[Credit Limit](#)

[Queued Requests](#)

[Request Card](#)

Step 2

ACTION

Click on **Request Card**.

RESULT

The **Request Card** screen displays.

Request Card

Account Information

Level	Number	Description/Name
HL1	0000038	118 CENGR (MIR) PH (1) RAMPY (1) MIM
HL2	2000003	US CPOC PLACET
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Account Name	VEHICLE ADAS-1
Account Number	56886000168168
Agency Name	US CPOC FL RST
Central Account ID	0006691
Account Expiration Date	11/2000

Step 3

ACTION

Scroll to the **Alternative Address** section and click on the **Send Card to Alternative Address** box if you want the card to be mailed to an alternate address.

RESULT

The **Send Card to Alternative Address** box displays a check mark.

Alternative Address

☒ Send card to alternative address

Address 1	<input type="text"/>
Address 2	<input type="text"/>
Address 3	<input type="text"/>
Address 4	<input type="text"/>
City	<input type="text"/>
State or Province	<input type="text"/>
Zip or Postal Code	<input type="text"/>
Country	<input type="text"/>

Hold Fields Are Required

Follow these steps to request a Replacement Card:

Step 4

ACTION

Complete the fields in the **Alternative Address** section.

RESULT

The edited fields display.

Alternative Address
Send card to alternative address.

Address 1 123 John Adams Dr.
Address 2
Address 3
Address 4
City Make Belongs
State or Province VA
Zip or Postal Code 23060
Country USA

Submit Clear

Red Fields Are Required

Step 5

ACTION

Click **Submit**.

RESULT

The **Request Card Verification** screen displays.

Request Card Verification

Please verify that the Card Request information you have entered for VEHICLE ADAN-1 is correct.

Account Information
Account Number 556290000100160
Card Type
Delivery Method USPS

Address Information
Address 1 123 John Adams Dr.
Address 2
Address 3
Address 4
City Make Belongs
State VA
Zip 23060
Country USA

Back Continue

Follow these steps to request a Replacement Card:

Step 6

ACTION

Verify that all information is correct and click **OK**.

RESULT

The **Request Card Confirmation** screen displays.

Request Card Confirmation
<p>Your Card Request has been submitted for processing. You will receive the card by USPS within 7 - 10 business days.</p> <p>OK</p>

Step 7

ACTION

Click **OK**.

RESULT

The **Request Card Search** screen displays.

Request Card		
Account Information		
Level	Number	Description/Name
HL1	0000028	103 CDRS/103H PACT/SAFEPLY 12 MATH
HL2	2000003	US CPSG PLACT
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		
Account Name		VEHICLE ADAS-1
Account Number		55688000168169
Agency Name		103 CPSG PLACT
Central Account ID		0000001
Account Expiration Date		11/2000

Lesson 4 *Changing Account Holder Information***Description**

Individual account holders may access their account by choosing the **Account Inquiry/Maintenance** function on the main menu. Reviewing the account in order to perform routine maintenance requests and keep the account information current has never been easier for account holders. Using EAGLS, the account holder may accurately update records and place account maintenance requests in just minutes. Account holders without access to EAGLS should simply contact their A/OPC for changes to their account.

What you will need before you begin

- User ID and Password
- Account Number

In this lesson you will learn

- How to:
- Change/update account holder name, address, and telephone number.
 - Explain to the account holder how to use this function.

Situations where you may use this function

- When adding a middle initial or two characters of the name are misspelled.
- When changing other personal information such as address, telephone, etc.

The screens you will use in this lesson

- Account Inquiry/Maintenance
- Account Information Maintenance Verification
- Maintenance Account Information Confirmation

Available hyperlinks

- Account Inquiry/Maintenance
- Authorization Controls
- Current Transactions
- Current Statement
- Previous Statement (*is only seen if there are any on the account*)
- Change Pin (*this hyperlink is only seen if the account has ATM access*)



What You Need to Know:

Legal Name Change: Individually Billed Accounts

- Fax or mail a copy of legal name change documents if a name change is due to marriage, divorce or legal name change or if it requires changing:
 - ❖ more than two letters
 - ❖ gender, (Ex.-Jon to Jan)
 - ❖ adding or deleting Jr., Sr., III, etc.
 - ❖ actual name. (Ex.-Jon to Don)
- The account holder's A/OPC or higher must authorize the change by sending an Account Maintenance form to GCSU or via EAGLS.
- An account holder can still send legal documentation for the name change without A/OPC approval.

Address Change

- A change of address impacts other EAGLS maintenance requests.
- You can only request a card on EAGLS 60 days after an address change request has been submitted.
- If an address change has occurred within 60 days, an account holder must submit card requests via fax to the A/OPC or to GCSU.
- When making address changes in EAGLS it is important to remember the following:
 - ❖ EAGLS allows you to use up to three lines of street address in addition to name, city, state/province, country, and zip/postal code for all correspondence.
 - ❖ Use of address lines 1, 2, and 3 are the same for domestic or foreign addresses.
 - ❖ The deliverable address is the actual address where mail should be delivered and often contains one of the following:
 - street name and number,
 - post office box number,
 - rural route number and box number
 - highway contract route number and box number
 - ship name and number
 - unit number
 - CMR - Consolidated mail room (APO)
 - PSC - Postal Service Center (FPO)

The deliverable address line on the **Account Inquiry/Maintenance** screen should be the last address line used prior to the **City** field, depending on the number of address lines necessary.



What You Need to Know:

- When making address changes in EAGLS it is important to remember the following (continued):
- Additional address lines on the Account Inquiry/Maintenance screen can be used for attention or informational purposes. The type of information that can be noted in additional address lines include:
 - apartment number
 - building name
 - suite number
 - room number
 - department name
 - company name
 - division name

One Address Line

- When entering an address on EAGLS with only one street address line, that information should be entered on the **Address 1** field on the **Account Inquiry/Maintenance** screen. See example 1.

Two Address Lines

- However, if the address includes a suite number, or one of the other informational types of data, as in the second example, the deliverable address must be typed in the **Address 2** field. See example 2.

Three Address Lines

- If the address includes several types of informational data, as in the third example, the deliverable address must be typed in the **Address 3** field. See example 3.

Example:

1

Account Name	PFC David Jones
Address 1	Unit 20511 Box 4290
Address 2	
Address 3	
Address 4 (display only)	
City	APO
State/Province	AA
Country	
Zip/Postal Code	34049-2254

2

Account Name	John Smith
Address 1	Suite 200
Address 2	123 Main Street
Address 3	
Address 4 (display only)	
City	Norfolk
State/Province	VA
Country	US
Zip/Postal Code	23510

3

Account Name	PFC David Jones
Address 1	Company A
Address 2	X-1 Division
Address 3	Unit 20511 Box 4290
Address 4 (display only)	
City	APO
State/Province	AA
Country	
Zip/Postal Code	34049-2254



What You Need to Know:

Change Telephone Numbers

- This field allows the A/OPC to search by the account holder's phone number. All phone number fields are numeric fields only.
- All fields must be populated. Use the tab key to move to the next field as you enter the phone number.
- You cannot type special characters such as, [](-/#*@], etc. in the telephone and fax fields.
- You cannot enter both a US/Canadian phone number and International phone number.

Example: If you have a number currently in the Business Phone Number for US/Canada, and then you click in the International field box, the US/Canada number will automatically be removed from view.

- By clicking on the "Reset" radio button within the Header Box, the previous phone number will be restored to view.

Key Terms

Not applicable

Follow these steps to change/update Account Holder Information:

Step 1

ACTION

Click on **Account Inquiry/Maintenance** from the EAGLS Main Menu.

RESULT

The **Account Inquiry/Maintenance** screen displays.

The screenshot shows the 'Account Inquiry/Maintenance' screen. At the top, there are links for 'Account Holder Information', 'Account Information', 'Account Statement Information', and 'Statement Transactions'. Below these links is a 'Submit' button and a 'Reset' button. The main section is titled 'Account Inquiry/Maintenance'. Underneath, there is a section for 'Account Holder Information' with a form containing the following fields: Account Name (JOSEPH X. GUNDELING IV), Address 1 (1 COMMERCIAL PL 4TH FL), Address 2 (DULLES), Address 3, Address 4 (display only), City (ALEXANDRIA), State/Province (VA), Country (US), and Zip/Postal Code (22004).

Step 2

ACTION

Click on the **Account Holder Information** "jump to" link or scroll down to the **Account Holder Information** section.

RESULT

Account Holder Information section displays.

This screenshot is a closer view of the 'Account Holder Information' section. It shows the same form as the previous screenshot, but with additional fields: Maintenance Phone (numeric only), Home Phone (numeric only), and Fax Number (numeric only). The Maintenance Phone field is currently empty. The Home Phone field is currently empty. The Fax Number field is currently empty.

Step 3

ACTION

Update the appropriate information.

RESULT

Updated information displays.

This screenshot shows the 'Account Holder Information' section after updates. The form fields are the same as in the previous screenshot, but the values have been updated. The Account Name is now JOSEPH X. GUNDELING IV. The Address 1 is now 1 COMMERCIAL PL 4TH FL. The Address 2 is now DULLES. The Address 3 is now ALEXANDRIA. The Address 4 is now (display only). The City is now ALEXANDRIA. The State/Province is now VA. The Country is now US. The Zip/Postal Code is now 22004. The Maintenance Phone is now 702 - 218 - 0240. The Home Phone is now 703 - 544 - 7781. The Fax Number is now 703 - 544 - 7781.

Follow these steps to change/update Account Holder Information:

Step 4

ACTION

Click **Submit**.

RESULT

Account Information Maintenance Verification
Screen displays.

Account Information Maintenance Verification	
Organizational Information	
Central Account ID	9050001
Central Account Name	DOF OS STAT
Central Account Number	156816000013453
Back to top	
Account Holder Information	
Account Name	JOSEPH E STELLINGSMA
Address 1	1 COMMERCE PL 4TH FL
Address 2	DOF OS
Address 3	
Address 4 (display only)	
City	ATLANTA GA
State/Territory	GA
Country	US
Zip/Postal Code	30303
Business Phone (numbers only)	202 219 0310 (U.S. or Canada)
Home Phone (numbers only)	
Fax Number (numbers only)	
E-mail Address	

Step 5

ACTION

Click **Confirm** at the bottom of the page.

RESULT

Maintain Account Information Confirmation
Screen displays.

Maintain Account Information: Confirmation		
<p>You have successfully submitted changes for JOSEPH E STELLINGSMA associated with the following Hierarchy structure</p>		
Level	Number	Description/Name
HL1	9050001	DEPARTMENT OF THE INTERIOR
HL1.2	0000001	OFFICE OF SURFACE MGMT
HL3	3106850	ADULT COUNTRY POLICY, MGMT & ENFORCE
HL4	4106877	TRIP ADJUSTMENT REPORT & RPT
HL5	5106891	OFF OF ADMINISTRATIVE ACCOUNT MGMT
HL6	6106893	DIR OF NATL BUSINESS CTR
HL7	7106899	NATL BUREAU OF LAND MGMT
HL8	8106899	NATL BUREAU OF LAND MGMT
Account Information Maintenance		

Lesson 5 *Requesting a Credit Limit Change***Description**

Through the **Account Inquiry/Maintenance** function you may conveniently request a credit limit increase within your agencies' guidelines. Account holders without access to EAGLS should simply contact their A/OPC for a credit limit increase.

What you will need before you begin

- User ID and Password
- Account Number

In this lesson you will learn

- How to:
- Request a credit limit change
 - Explain to the account holder how to use this function.

Situations where you may use this function

- The credit limit does not meet account vehicle expenses.
- Account holder has been transferred to a position that requires him/her to have a higher credit limit.

The screens you will use in this lesson

- Account Inquiry/Maintenance
- Account Information Maintenance Verification
- Maintenance Account Information Confirmation

Available hyperlinks

- Authorization Controls
- Current Transactions
- Current Statement
- Previous Statement (*is only seen if there are any on the account*)
- Account Inquiry/Maintenance
- Change Pin (*this hyperlink is only seen if the account has ATM access*)



What You Need to Know:

- Do not use "\$" sign, decimals, or commas when entering an amount.
- Account holder credit-limit requests will go to the account holder's A/OPC for a decision and approval.

Key Terms

Account Status

An indicator on an account which shows if it is opened or closed. The account status indicates if the account may be used for future transactions. The Opened status may also show a level of delinquency notation or other qualifiers (up to three). The Closed status will also show a closure reason notation.

Billing Cycle

A specific recurring time period between the time statements of accounts and invoices are processed.

Credit Limit

The overall dollar amount that may not be exceeded during a billing cycle for authorizations and transactions on a charge card.

Maintainable Fields

Within EAGLS, any field that contains a text box in which you may enter new information. You may enter new information on an account to make changes to that account.

Follow these steps to request a Credit Limit Change:

Step 1

ACTION

Click on **Account Inquiry/Maintenance** from the EAGLS Main Menu.

RESULT

The **Account Inquiry/Maintenance** screen displays.

JOSEPH X SNELLING IV 204169J0000123 (431-11-3467)		Account Holder Information Account Information Account Statement Information Statement Transactions
<input type="button" value="Submit"/> <input type="button" value="Reset"/>		
<h3>Account Inquiry/Maintenance</h3>		
Account Holder Information		
Account Name	JOSEPH X SNELLING IV	
Address 1	1 CHERRY LANE, P.O. BOX 10	
Address 2	PO BOX	
Address 3		
Address 4 (for display only)		
City	ALEXANDRIA	
State/Province	VA	
Country	US	
Zip/Postal Code	22304	
Business Phone (numeric only)	<input type="text" value="501"/> - <input type="text" value="510"/> - <input type="text" value="5100"/> (N/A or Domestic) <input type="text" value=""/> (International)	

Step 2

ACTION

Scroll down to the **Account Information** section or click on the Account Information jump-to link.

RESULT

Account Holder Information section displays.

JOSEPH X SNELLING IV 204169J0000123 (431-11-3467)		Account Holder Information Account Information Account Statement Information Statement Transactions
<input type="button" value="Submit"/> <input type="button" value="Reset"/>		
<h3>Account Information</h3>		
Program Type	Integrated	
Account Status	OPEN	
Option Set #	011111 Authentication Controls	
Option Set Description		
Credit Limit	<input type="text" value="25000.00"/>	
Convenience Checks	No	
Convenience Check NTE Amount	\$0	
Travelers Checks	No	
ATM Access	No	
Draw Down Card	No	
Card Type		
Card/Non-Card	Yes	
Account Expiration Date	03/2002	
Previous Account #		
Account Open Date	03/23/2000	
Account Closed Date		

Step 3

ACTION

Type the requested credit limit amount in the **Credit Limit** field.

RESULT

JOSEPH X SNELLING IV 204169J0000123 (431-11-3467)		Account Holder Information Account Information Account Statement Information Statement Transactions
<input type="button" value="Submit"/> <input type="button" value="Reset"/>		
<h3>Account Information</h3>		
Program Type	Integrated	
Account Status	OPEN	
Option Set #	011111 Authentication Controls	
Option Set Description		
Credit Limit	<input type="text" value="25000.00"/>	
Convenience Checks	No	
Convenience Check NTE Amount	\$0	
Travelers Checks	No	
ATM Access	No	
Draw Down Card	No	
Card Type		
Card/Non-Card	Yes	
Account Expiration Date	03/2002	
Previous Account #		
Account Open Date	03/23/2000	
Account Closed Date		

Follow these steps to request a Credit Limit Change:

Step 4

ACTION

Click **Submit**.

RESULT

Account Information Maintenance Verification Screen displays.

Account Information Maintenance Verification	
Organizational Information	
Central Account ID	9000001
Central Account Name	DOI-OS-UAT
Central Account Number	006816000013433
Back to top	
Account Holder Information	
Account Name	JOSEPH X SNELLING IV
Address 1	1 COMMERCIAL PL 4TH FL
Address 2	DOI-OS
Address 3	
Address 4 (city/state/country)	
City	ALEXANDRIA
State/Province	VA
Country	US
Zip/Postal Code	22303
Business Phone (numeric only)	202 219 0340 (U.S. or Canada)
Home Phone (numeric only)	
Fax Number (numeric only)	
E-mail Address	

Step 5

ACTION

Click **Confirm**.

RESULT

Maintain Account Information Confirmation Screen displays.

Maintain Account Information: Confirmation		
<p>You have successfully submitted changes for JOSEPH X SNELLING IV associated with the following Hierarchy structure</p>		
Level	Number	Description/Name
HL1	9000001	DEPARTMENT OF THE INTERIOR
HL2	0000001	OFFICE OF SURFACE MINING
HL3	3106050	ASST SECY POLICY, MGMT, REVENUE
HL4	4106877	DEPT ASST SECY BUDGET & FIN
HL5	5106891	OFF OF ADMIN/ENR/TECH/STANT EXC
HL6	6106093	DIR OFC, NATIONAL BUSINESS CTR
HL7	7106898	EAGLS TEST COMMUNIT L7
HL8	8106099	EAGLS TEST CO 90000113
Account Inquiry/Maintenance		

Lesson 6***Changing your Personal Identification Number (PIN)*****Description**

The **Account Inquiry/Maintenance** function allows individual account holders to change their Personal Identification Number (PIN) for security reasons or personal preference. Account holders without access to EAGLS should contact GCSU Customer Service to change their PIN at 1.800.472.1424.

What you will need before you begin

- User ID and Password
- Account Number
- Current PIN

In this lesson you will learn

- How to:
- Change your ATM PIN
 - Explain to the account holder how to use this function.

Situations where you may use this function

- Account holder wishes to change your PIN for security or personal preference

The screens you will use in this lesson

- Account Inquiry/Maintenance
- Change ATM PIN Maintenance
- Change ATM PIN Verification
- Change ATM PIN Confirmation

Available hyperlinks

- Change PIN



What You Need to Know:

- Account holders use their Personal Identification Number (PIN) to access their account at an Automated Teller Machine (ATM).
- Only the account holders have access to the Change ATM PIN function.
- PIN changes are effective immediately. This new process will make PIN changes real-time so that account holders do not have to wait to use their new PIN at an ATM. PIN changes may also be requested via EAGLS or by calling the GCSU.
- A PIN must consist of four digits.
- Account holders need to know their current PIN in order to use this function in EAGLS. If they do not know their current PIN, they should contact Bank of America GCSU for assistance.

Key Terms

Not applicable

Follow these steps to change your PIN:

Step 1

ACTION

Click on **Account Inquiry/Maintenance** from the **EAGLS Main Menu**.

RESULT

The **Account Inquiry/Maintenance** screen displays.

TEST ACCOUNT 00B 5568810000012292		Account Holder Information Account Information Account Statement Information Statement Transactions
<input type="button" value="Submit"/> <input type="button" value="Reset"/>		
Account Inquiry/Maintenance		
Account Holder Information		
Account Name	TEST ACCOUNT 00B	
Address 1	EAGLS TESTING	
Address 2	ATTN: CHRISTINE WESTROOK	
Address 3	VAB-100-13-01	
Address 4 (display only)	1 COMMERCIAL PL 13TH FL	
City	NORFOLK	
State/Province	VA	
Country	US	
Zip/Postal Code	23510	

Step 2

ACTION

Scroll down to the **Account Information** section or click the **Account Information** jump-to.

RESULT

Account Holder Information section displays.

TEST ACCOUNT 00B 5568810000012292		Account Holder Information Account Information Account Statement Information Statement Transactions
<input type="button" value="Submit"/> <input type="button" value="Reset"/>		
Account Information		
Program Type	Flex	
Billing Type	Individual	
Account Status	OPEN	
Option Set #	NA	Authorization Controls
Option Set Description		
Credit Limit	\$1,000	
Convenience Checks	Yes	Reorder
Convenience Check NTR Amount	\$0	
Travelers Checks	No	
ATM Access	Yes	Change PIN
Draw Down Card	No	
Card Type	VCCPGSNP	
Card/Non-Card	Yes	
Account Expiration Date	11/2000	
Previous Account #		

Step 3

ACTION

Locate the **ATM Access** field, click on the **Change PIN** hyperlink

RESULT

The **Change PIN Maintenance** window displays.

Change ATM PIN Maintenance	
Account Number	Account Name
5568810000012292	TEST ACCOUNT 00B
Agency Name	
EAGLS TEST CO 9025009 L5	
Current PIN	
<input type="text"/>	
New PIN	
<input type="text"/>	
<input type="button" value="Submit"/> <input type="button" value="Clear"/> <input type="button" value="Cancel"/>	

Follow these steps to change your PIN:

Step 4

ACTION

Type the existing PIN number in the **Current PIN** field.

RESULT

Asterisks display as a security measure in the **Current PIN** field.

Step 5

ACTION

Type the new PIN in the **New PIN** number field.

Note: A PIN must consist of four digits.

RESULT

Asterisks display as a security measure in the **New PIN** field.

Step 6

ACTION

Click on **Submit**.

RESULT

The **Change ATM PIN Verification** screen displays.

Follow these steps to change your PIN:

Step 7

ACTION

Click in the **New PIN Confirmation** field and type in the new PIN number.

RESULT

Asterisks display as a security measure in the **New PIN Confirmation** field.

Change ATM PIN Verification	
Account Number	Account Name
5568810000012687	TEST ACCOUNT 090
Agency Name	
EAGLS TEST CO 9025009 T-5	
New PIN Confirmation	

<input type="button" value="OK"/> <input type="button" value="Revised"/>	

Step 8

ACTION

Click .

RESULT

The **Change ATM PIN Confirmation** screen displays.

***Note:** If the mainframe is unavailable at the time of the PIN change request, a message displays advising the PIN change will take effect at 6:00 am on the next business day.*

Change ATM PIN Confirmation
<p>Your ATM access PIN has been changed.</p> <p>You will receive a notification letter in the mail stating your new PIN number.</p> <p><input type="button" value="OK"/></p>

Step 9

ACTION

Click .

RESULT

You are returned to the **Account Inquiry/Maintenance** screen

TEST ACCOUNT 205 5568810000012687		Account Holder Information Account Information Account Statement Information Statement Transactions
<input type="button" value="Submit"/> <input type="button" value="Reset"/>		
Account Information		
Program Type	Elect	
Billing Type	Individual	
Account Status	OPEN	
Option Set #	NA	Authorization Controls
Option Set Description		
Credit Limit	\$1,000	
Convenience Checks	Yes	Reorder
Convenience Check NTR Amount	\$0	
Travelers Checks	No	
ATM Access	Yes	Change PIN
Draw Down Card	No	
Card Type	VCHPGSDNP	
Card/Non-Card	Yes	
Account Expiration Date	11/2000	
Previous Account #		

Lesson 7 *Viewing Statement Transaction Information*

Description

You may obtain details about transactions for questions or recording purposes.

What you will need before you begin

- An Account Number
- Transaction Information.

In this lesson you will learn

- How to obtain detailed transaction information as it relates to your account.

Situations where you may use this function

- You have a question about how much a merchant billed your account and need to see your statement to see what you were actually charged.

The screens you will use in this lesson

- Account Inquiry/Maintenance
- Current Transactions or Statement Range Transaction
- Transaction Detail

Available hyperlinks

- Previous Statement (only displays if previous statement are on the account)
- Current Transactions
- Current Statement



What You Need to Know:

- When accessing transaction information you will be taken out of the **Account Inquiry/Maintenance** screen.

Key Terms

Current Transactions

Any transactions that you engaged in since the end of your last billing cycle.

Current Statement

A listing of all transactions, credits, and payments you engaged in during the last billing cycle you just completed.

Previous Statement

Any statement of charges that occurred prior to your current statement.

Follow these steps to view Statement Transaction information:

Step 1

ACTION

Click on **Account Inquiry/Maintenance** from the **EAGLS Main Menu**.

RESULT

The **Account Inquiry/Maintenance** screen displays.

Account Inquiry/Maintenance

Account Holder Information

Account Name: JOSEPH E. BUELLING IV

Address 1: 1 COMMERCIAL PL 4TH FL

Address 2: Not-oc

Address 3:

Address 4 (display only):

City: ALEXANDRIA

State/Province: VA

Country: US

Zip/Postal Code: 22301

Thinness Theme (current: nsk):

Submit

Step 2

ACTION

Scroll to **Statement Transactions** or click on the **Statement Transactions "Jump to"** link.

RESULT

The **Statement Transactions** section displays.

Statement Transactions

Previous Statement

Current Statement

Current Transactions

Submit Range from MM/YYYY to MM/YYYY

Back to top

Bold Fields Are Required

Step 3

ACTION

Select a search criteria. The following are your options:

- Previous Statement
- Current Statement
- Current Transactions
- Range

RESULT

A pop-up window appears stating "You are attempting to leave the Account Inquiry/Maintenance screen."

train2.gov-eagls.bankofamerica.com - [JavaScript Application]

You are attempting to leave the Account Inquiry/Maintenance Results screen. Any unsubmitted changes will be lost. Select OK to continue.

OK Cancel

Follow these steps to view Statement Transaction information:

Step 4

ACTION

Click on **OK**.

RESULT

Depending on your search criteria, one of the following screens will appear:

- Individual Statement Transactions
- Current Transactions
- Statement Range Transactions

Trans Date	Post Date	Trans Amount	Merchant Name	Merchant Category	Trans Reference #	Trans Information
05/03/2007	05/01/2007	\$151.00	Central	7001 22 FPE, B&B/REPRESENT IN 2490	0354137007300013071503	W. Mahood K. Robinson/Kawana De-Rogues J. Mahood
05/13/2007	05/14/2007	\$116.79	Central	BENTON/AMT OFFICE SUPPLY	05439610073000130842109	
05/15/2007	05/17/2007	\$22.52	United	CRUISE/KEY OFFICE/PROCURE	0142081007610010310120	
05/23/2007	05/23/2007	\$121.70	United	PAINTS/UNION	091520100900001099107	
05/29/2007	05/31/2007	\$106.41	Central	PAINTS/UNION	091520100900001099107	
05/29/2007	06/01/2007	\$106.15	Central	OFFICE/ALTY B&B/REPRESENT	0354137007300013071503	

Step 5

ACTION

Click on the **Transaction** amount hyperlink of the charge you want more details on.

RESULT

The **Transaction Details** screen displays for that charge.

General Transaction Information			
Amount of Charge/Credit	\$119.15	Dilling Type	Central
Vehicle ID	3508369000000270	Merchant ID#	
Merchant DUNS		Merchant 1099	
Endorsement/Restrictions		Manual Modification	No
Fleet Transaction Information			
Fuel Unit Price	1.649	Purchase Time	1741
Fuel Sale Amount	\$19.05	Service Type	FUL
Fuel Type		Fuel Product Code	1111
Driver ID	000000	Electronic Reading	0000000
Vehicle Number	11111111	Product Type Code	11
Customer Reference Number		Maintenance Purchase Order Number	
CAPS Number		Reimbursement Indicator	
Item Sequence Number		Message ID	
View Details Information			

Lesson 8 *Disputing a Transaction***Description**

The **Transaction Data function** allows account holders to start the dispute process for any charges listed on the statement that they believe are incorrect. Account holders without access to EAGLS should simply contact GCSU Customer Service to dispute a charge at 1.800.472.1424.

What you will need before you begin

- An Account Number and the Transaction Information.

In this lesson you will learn

- How to:
- Dispute a questionable transaction that has posted to your account
 - Verify your transaction data in order to submit your expense voucher
 - Dispute a transaction
 - Explain to the account holder how to use this function.

Situations where you may use this function

- You need to dispute a transaction that you do not recognize as a valid charge.

The screens you will use in this lesson

- Individual Statement Search
- Current Transaction Detail
- Individual Statement
- Transaction Dispute

Available hyperlinks

- Dispute Transaction



What You Need to Know:

- Account holders receive temporary credit for any transactions in dispute.
- The first attempt to resolve a dispute should be made directly with the merchant.
- To verify transaction data, each transaction should be reviewed.
- Verify the merchant information, amount of the transaction and date of the transaction. If the issue cannot be reasonably resolved with the merchant, or the problem is an unresolved transaction or "billing error", the account holder should initiate the dispute process.
- The account holder may be contacted by GCSU to provide additional information and signed Account Holder Statement of Disputed Item form via fax.
- Another way to initiate a dispute is to obtain a copy of the dispute form by visiting the GCSU Technical Help Desk Web site at www.gcsuthd.bankofamerica.com or contact the A/OPC.

***Note:** Disputes must be initiated within 60 days of the statement date on which the transaction posted.*

Key Terms

Transaction Dispute

A disagreement between the cardholder or account holder and the merchant with respect to a transaction.

Follow these steps to Dispute a Transaction

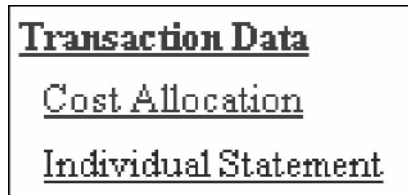
Step 1

ACTION

Click on **Transaction Data** from the EAGLS Main Menu

RESULT

The sub-menu options within **Transaction Data** display.



Step 2

ACTION

Click on **Individual Statement** from the available options.

RESULT

The **Individual Statement Search** screen displays

The screenshot shows the "Individual Statement Search" screen. It has a title bar "Individual Statement Search". Below the title bar, there are "Submit" and "Clear" buttons. Under "Search For", there are three radio button options: "Current Transactions" (selected), "Current Statement", and "Statement". To the right of the "Statement" option is a date input field with "(MM/YYYY)" as a placeholder. Below the radio buttons is a "Sort Transactions By" label followed by a dropdown menu showing "Transaction End Date". At the bottom, there are "Submit" and "Clear" buttons.

Step 3

ACTION

Click on a **Search For** option.

RESULT

The selected **Search For** option is activated.

This screenshot is identical to the one in Step 2, showing the "Individual Statement Search" screen with the "Current Transactions" radio button selected under the "Search For" section.

Follow these steps to Dispute a Transaction

Step 7

ACTION

Click on the Dispute Transaction link at the bottom of the page .

RESULT

The Dispute Transaction screen displays.

Dispute Transaction	
Account Information	
Account Number	156886000169169
Account Name	VEHICLE ADAS-1
Agency Name	US CPSO FLEET
Merchant Information	
Name	AMOCO OIL 02072601
City	WASHINGTON
State	DC
Transaction Information	
Post Date	06/21/2000
Transaction Date	06/19/2000
Reference Number	6941019017268171630071
Transaction Amount Total	\$23.00
Dispute Amount	
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

Step 8

ACTION

Type the amount of the dispute in the Dispute Amount field.

RESULT

The edited disputed amount displays in the **Dispute Amount** field.

Note: Do not use dollar sign, comma or decimal point.

Dispute Transaction	
Account Information	
Account Number	156886000169169
Account Name	VEHICLE ADAS-1
Agency Name	US CPSO FLEET
Merchant Information	
Name	AMOCO OIL 02072601
City	WASHINGTON
State	DC
Transaction Information	
Post Date	06/21/2000
Transaction Date	06/19/2000
Reference Number	6941019017268171630071
Transaction Amount Total	\$23.00
Dispute Amount	15
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

Step 9

ACTION

Click **Submit**.

RESULT

The **Dispute Transaction Confirmation** screen displays.

Dispute Transaction Verification	
You are about to dispute the charges for the following transaction:	
Account Information	
Account Number	156886000169169
Account Name	VEHICLE ADAS-1
Agency Name	US CPSO FLEET
Merchant Information	
Name	AMOCO OIL 02072601
City	WASHINGTON
State	DC
Transaction Information	
Post Date	06/21/2000
Transaction Date	06/19/2000
Reference Number	6941019017268171630071
Transaction Amount Total	\$23.00
Dispute Amount	\$15.00
<input type="button" value="OK"/> <input type="button" value="Review"/>	

Follow these steps to Dispute a Transaction

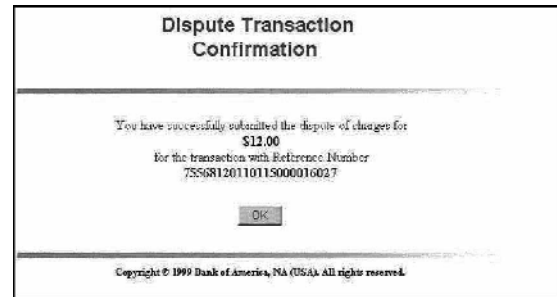
Step 10

ACTION

Click **OK**.

RESULT

The **Dispute Transaction Confirmation** screen displays.



The screenshot shows a 'Dispute Transaction Confirmation' screen. It contains the following text: 'You have successfully submitted the dispute of charges for \$12.00 for the transaction with Reference Number 75568120110115000016027'. Below this text is an 'OK' button. At the bottom of the screen, there is a copyright notice: 'Copyright © 1999 Bank of America, NA (USA). All rights reserved.'

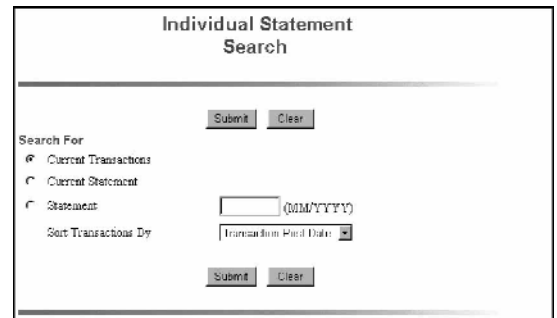
Step 11

ACTION

Click **OK**.

RESULT

The **Individual Statement Transaction Detail** screen displays.



The screenshot shows an 'Individual Statement Search' screen. It has a search form with the following elements: a 'Submit' button and a 'Clear' button at the top right; a 'Search For' section with three radio buttons: 'Current Transactions' (selected), 'Current Statement', and 'Statement'; a date input field with a '(MM/YYYY)' placeholder; a 'Sort Transactions By' dropdown menu with 'Transaction Post Date' selected; and another 'Submit' and 'Clear' button at the bottom right.

Lesson 9 *Viewing Tax Detail Information*

Description

You may obtain details about tax information for rebate or recording purposes from the **Individual Statement Transaction Detail** screen.

What you will need before you begin

- An Account Number
- Transaction Information.

In this lesson you will learn

- How to obtain detailed tax information as it relates to your charge

Situations where you may use this function

- You have confirmed that a charge is correct but need to know what taxes were applied to the charge so you can accurately calculate how much of a refund you are due.

The screens you will use in this lesson

- Individual Statement Search
- Current Transaction Detail or Individual Statement Transaction Detail
- Tax Information

Available hyperlinks

- Tax Information Detail button



What You Need to Know:

- You will only receive tax information concerning a charge if the merchant provides it at the time the charge is processed.

Key Terms

Tax Information

Detailed breakdown of all taxes that were applied to the charge, i.e., county taxes, local state taxes

Follow these steps to View Tax Detail Information

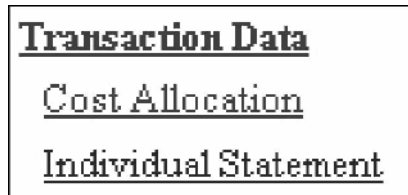
Step 1

ACTION

Click on **Transaction Data** from the EAGLS Main Menu

RESULT

The sub-menu options within **Transaction Data** display.



Step 2

ACTION

Click on **Individual Statement** from the available options.

RESULT

The **Individual Statement Search** screen displays

The screenshot shows the "Individual Statement Search" screen. It has a title bar "Individual Statement Search". Below the title bar, there are "Submit" and "Clear" buttons. Underneath, there is a "Search For" section with three radio button options: "Current Transactions" (which is selected), "Current Statement", and "Statement". To the right of the "Statement" option is a date input field with the placeholder "(MM/YYYY)". Below the radio buttons is a "Sort Transactions By" label followed by a dropdown menu showing "Transaction End Date". At the bottom, there are "Submit" and "Clear" buttons.

Step 3

ACTION

Click on the desired **Search For** criteria. Current Transactions is the default.

Other Search For Options are:

- Current Statement
- Statement

RESULT

The selected **Search For** option is activated.

This screenshot is identical to the one in Step 2, showing the "Individual Statement Search" screen with the "Current Transactions" option selected.

Follow these steps to View Tax Detail Information

Step 4

ACTION

Click **Submit**.

RESULT

The **Current Transaction** screen displays or **Individual Statement** displays, depending on your search criteria.

Note: If Current Transactions was the search criteria used, go to step 6.

Individual Statement			
General Account Information			
Visa Voyager Acct #			
Account Number	5548000000169169		
Agency Name	FIS CPSC FLEET		
Agency ID	0100		
Agency Hierarchy	00 2000000		
Single Purchase Limit	\$0.00		
Credit Limit	\$500.00		
Available Credit	\$500.00		
Statement Date	06/16/2000		
Statement Status	Finalized		
Individual Billing Information			
Past Due Amount	\$0.00	Previous Balance	\$0.00
Number of Payments Past Due	0	Payments	\$0.00
Payment Due Date	07/11/2000	Credits	\$0.00
Traveler's Checks Amount	\$0.00	Fees	\$0.00
Total Dispute Amount	\$0.00	Finance Charges	\$0.00
Cash Advance Amount	\$0.00	Convenience Checks Amount	\$0.00
Current Payment Due	\$0.00	Purchases	\$0.00

Step 5

ACTION

After reviewing details of the Individual Statement, click on **View Statement Transaction** link.

RESULT

The **Individual Statement Transaction** screen displays.

Individual Statement Transactions							
Account: VLIRCLL ADAS-1							
Trans Date	Part Date	Trans Amount	Card # Billing	Merchant Name	Merchant Category	Trans Reference #	Trans Information
05/05/00	05/05/00	\$19.05	F	Central	00000000000000000000	00000000000000000000	00000000000000000000
Master Accounting Code:							
05/05/00	05/05/00	\$19.05	F	Central	00000000000000000000	00000000000000000000	00000000000000000000
Master Accounting Code:							
05/05/00	05/05/00	\$19.05	F	Central	00000000000000000000	00000000000000000000	00000000000000000000
Master Accounting Code:							
05/05/00	05/05/00	\$19.05	F	Central	00000000000000000000	00000000000000000000	00000000000000000000
Master Accounting Code:							
05/05/00	05/05/00	\$19.05	F	Central	00000000000000000000	00000000000000000000	00000000000000000000
Master Accounting Code:							
05/05/00	05/05/00	\$19.05	F	Central	00000000000000000000	00000000000000000000	00000000000000000000
Master Accounting Code:							

Step 6

ACTION

Click on the **Transaction** amount hyperlink of the charge you want more details on.

RESULT

The **Transaction Details** screen displays for that charge.

Individual Statement Transaction Details			
General Transaction Information			
Amount of Charge/Credit	\$19.05	Billing Type	Central
Billed To	55480000000000000000	Merchant ID	00000000000000000000
Merchant ID	00000000000000000000	Merchant Name	00000000000000000000
Endorsement/Restrictions	F	Manual Reconciliation	No
Fleet Transaction Information			
Fuel Unit Price	1.619	Purchase Time	9:10
Fuel Sale Amount	\$19.05	Service Type	Full
Fuel Type	00000000000000000000	Fuel Product Code	00000000000000000000
Driver ID	00000000000000000000	Odometer Reading	00000000000000000000
Vehicle Number	00000000000000000000	Product Type Code	00000000000000000000
Customer Reference Number	00000000000000000000	Maintenance Purchase Order Number	00000000000000000000
CAPIS Number	00000000000000000000	Reimbursement Indicator	00000000000000000000
Item Sequence Number	00000000000000000000	Message ID	00000000000000000000
Tax Details Information			

Follow these steps to View Tax Detail Information

Step 7

ACTION

Click on the **Tax Detail Information** button.

RESULT

The **Tax Detail Information** window appears.

Tax Detail Information			
Federal Excise			
Tax Exempt Indicator		Tax Amount	\$0.00
Completion Code	0	Reason Code	
Issuer's Note			
State Tax			
ENVIRONMENTAL TAX 1		ENVIRONMENTAL TAX 2	
Tax Exempt Indicator		Tax Exempt Indicator	
Tax Amount	\$0.00	Tax Amount	\$0.00
Completion Code	0	Completion Code	0
Reason Code		Reason Code	
Issuer's Note		Issuer's Note	
EXCISE TAX 1		EXCISE TAX 2	
Tax Exempt Indicator		Tax Exempt Indicator	
Tax Amount	\$0.00	Tax Amount	\$0.00
Completion Code	0	Completion Code	0
Reason Code		Reason Code	
Issuer's Note		Issuer's Note	

Step 8

ACTION

Review tax detail information. The following tax information displays.

- Federal Excise
- State Tax
- State Sales Tax
- County Tax
- City Local Tax
- Gross Receipts
- Non Fuel Tax

RESULT

Tax information is reviewed

State Sales Tax			
Tax Exempt Indicator		Tax Amount	\$0.00
Completion Code	0	Reason Code	
Issuer's Note			
County Tax			
SALES		EXCISE	
Tax Exempt Indicator		Tax Exempt Indicator	
Tax Amount	\$0.00	Tax Amount	\$0.00
Completion Code	0	Completion Code	0
Reason Code		Reason Code	
Issuer's Note		Issuer's Note	
City Local Tax			
SALES		EXCISE	
Tax Exempt Indicator		Tax Exempt Indicator	
Tax Amount	\$0.00	Tax Amount	\$0.00
Completion Code	0	Completion Code	0
Reason Code		Reason Code	
Issuer's Note		Issuer's Note	

Step 9

ACTION

Click on the **Close** button.

RESULT

The **Tax Detail Information** window closes and you are returned to the **Individual Transaction Detail** screen.

Fuel Sale Amount	\$23.00	Service Type	Full
Fuel Type		Fuel Product Code	002
Driver ID	0000000	Odometer Reading	0000000
Vehicle Number	0000000	Product Type Code	
Customer Reference Number		Maintenance Purchase Order Number	
CAFS Number		Reimbursement Indicator	
Item Sequence Number	0	Message ID	
Tax Detail Information			
Fleet Transaction Details			
Item Description		Alternate Tax ID	
Item Quantity	0	Gross Non-Fuel Amount	\$0.00
Extended Item Amount	\$0.00	Fleet Item Unit Measure	
Net/Gross Indicator		Discount Indicator	
Discount Amount	\$0.00		
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>			
<input type="button" value="Dispute Transaction"/> <input type="button" value="Request Sales Draft"/>			

Program Information

Using the Program Information Functions

Overview

The **Program Information** function connects you directly to the GCSU THD Web site. This Web site provides access to the GSA program forms and the GSA newsletter.

***Note:** The GSA newsletter is currently available through the GCSU THD Web site, www.gcsuthd.bankofamerica.com.*

In this chapter you will learn

- How to access and download GSA program forms online
- Lesson 1:** Accessing Program Forms

Benefits and advantages

- You have on-demand access of approved GSA Program Management forms.

Lesson 1 *Accessing Program Forms*

Description

When an A/OPC needs to process a maintenance function that cannot be performed online, s/he will access the required forms through the GCSU Technical Helpdesk Web site.

***Note:** GSA program forms may also be accessed directly through the GCSU THD Web site: www.gcsuthd.bankofamerica.com.*

What you will need before you begin

- User ID
- Password

In this lesson you will learn

- How to access GSA Program Forms online

Situations where you may use this function

- You need to process a maintenance function that cannot be processed online

The screen you will use in this lesson

- GSA Access Forms

Available hyperlinks

- GSA Program Forms
- Adobe Acrobat
- Microsoft Word



What You Need to Know:

- These forms are used for maintenance requests that cannot be performed by the A/OPC online, such as: Set Up Central Account or Change A/OPC.
- In order to read some of the GSA forms, you will need the Adobe Acrobat Reader installed on your computer.
- The A/OPC has the ability to download the forms in two formats: Adobe Acrobat portable document format (.pdf) and Microsoft Word document format (.doc). It is recommended to view the GSA forms in the .doc format. This format allows you to pre-fill the form and save the form onto a disk or hard drive for future use.
- The following categories of forms are available:
 - ❖ Program Agreement Forms
 - ❖ Agency Setup Forms
 - ❖ Account Setup Forms
 - ❖ Account Change Forms
 - ❖ Vehicle and Fleet Setup and Change Forms
 - ❖ Check Request Forms (Traveler's Checks, Convenience Checks)
- The A/OPC has the option to view the form, an introduction to the form, and information on how to complete the form.
- These forms cannot be submitted online. They must be printed, completed, and mailed to GCSU for processing at Bank of America Government Card Services Unit, P.O. Box 1637, Norfolk, Va. 23501-1637 or may be faxed to 1.757.624.6323.

Key Terms

Program Information

Specific information about a program or program policies that assist in program management.

Follow these steps to access Program Forms:

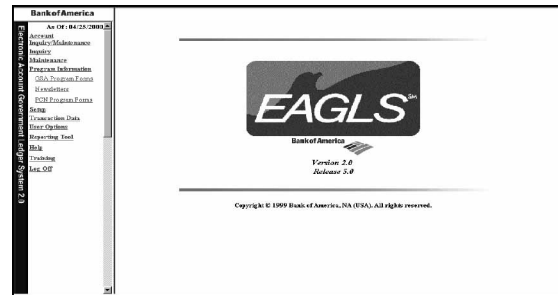
Step 1

ACTION

Click on **Program Information** from the **EAGLS Main Menu**.

RESULT

A list of available options displays.



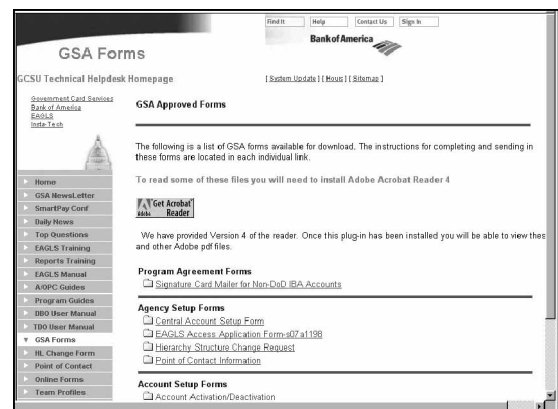
Step 2

ACTION

Click on **GSA Program Forms**.

RESULT

You are connected to the Technical Helpdesk (THD) Web site, where the **GSA Forms** are located. A listing of the available forms displays.



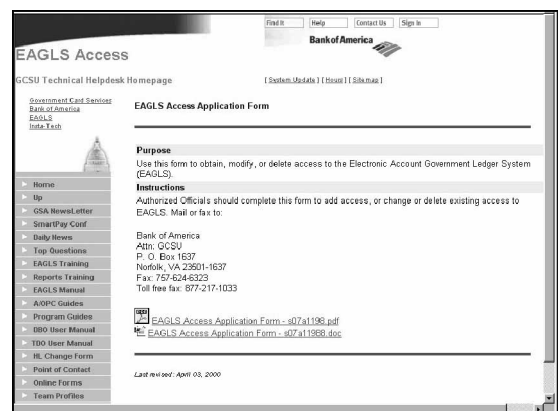
Step 3

ACTION

Click on the form you want to view or download. For example: The **EAGLS Access Application Form**.

RESULT

A description of the form and directions for using the form will display. Read the directions thoroughly.



Follow these steps to access Program Forms:

Step 4

ACTION

Click on the hyperlink next to the **Adobe Acrobat (.pdf)** icon to view the form.

OR

You may click on the hyperlink next to the **Microsoft Word (.doc)** to download the form.

RESULT

The form displays in the format selected.

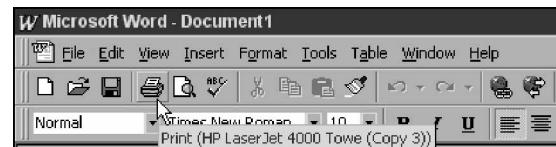
Step 5

ACTION

To print the form, use the **Print** button located on the toolbar.

RESULT

The form is printed.



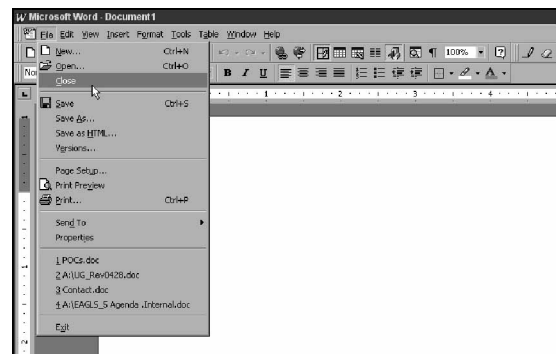
Step 6

ACTION

Click on the **File** drop down menu on the toolbar at the top of the screen and select **Close**, to return to the **EAGLS Main Menu** after using Microsoft Word or Adobe Acrobat to download the form.

RESULT

You will be taken out of the THD Web site and out of the Internet. You will need to sign on again to return to EAGLS or to the THD Web site.



Glossary of EAGLS Terms

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A

AAS - Agency Accounting System

Account Holder - A person who has been assigned a government charge card. For IBA transactions, this person is responsible for the payment of the charges. The individual in possession of a Government Card for a specific program.

Accounting Center - A unique set of accounting information for an agency. The information includes accounting code segments, priority rules, valid values, and value descriptions. An account may have only one accounting center associated with it. An Agency's unique set of accounting information.

Accounting Center ID - A number automatically assigned by EAGLS to each accounting center created.

Accounting Code Segment - One part of the general ledger accounting code. Each accounting code segment has a name, description, start position, and end position.

Account Number - A sixteen-digit charge card number. Government Visa accounts begin with 4486 and government MasterCard accounts begin with 5568.

Account Status - An indicator identifying an account as opened or closed. The account status indicates if the account may be used for future transactions. The Opened status may also show a level of delinquency notation. The Closed status will also show a closure reason notation.

Accounting Code - The 64-digit string of general ledger accounting code segments identifying the cost center to which a transaction is being applied.

Active Account- An open account that has current transaction activity. An open account that has been activated and is available for use.

Activate and Deactivate On - A future date in a MM/DD/YYYY format on which an account will activate or deactivate. These dates must fall Monday through Friday.

Aggregate Credit Sum - The total outstanding debt of your agency.

Agency - An administrative unit of government; "the Department of Defense"; "the Department of the Interior"; "the Census Bureau"; "Office of Management and Budget"; "Tennessee Valley Authority"

Agency Invoice - A list of all transactions that have posted to all the accounts within an Agency.

Agency-Level - A report contains information from all accounts within your span-of-control.

Agency Profile - A set of operating parameters for an agency within EAGLS that identify specific policies and procedures that should be followed. This determines whether accounts within an agency will mandate credit checks, allow orders of convenience checks, and other options.

Aging - The time period for measuring accounts past due. Accounts are "aged" in 30-day increments, and their status escalates as they progress through each delinquency cycle.

Aging Analysis Report - Provides summary information at HL1, HL2, and HL3 levels for delinquent and charged-off accounts.

Amount Limit - A specific dollar amount that indicates how much may be spent in a given period.

A/OPC - Agency/ Organization Program Coordinator. This person is responsible for the management of the card program.

AO/RO - Approving Official/ Reviewing Official. These roles allow an EAGLS user to review specific transaction data. These roles are restricted from maintaining accounts.

Approved - A status assigned to a queued request by the A/OPC when the change is approved.

Approved Modified - A status assigned to a queued request by the A/OPC indicating the change has been approved including modifications. For instance, a credit limit increase to \$10,000 from \$5,000 may be approved, but only for \$8,000.

As of Date - The date through which EAGLS information is current.

Authorization Control - A transaction and dollar amount limit for an account or specific MCCG control.

Authorization/Declines - A report that lists all transactions attempted against an account and details reasons for decline and type of purchase (mail order, ATM, purchase, cash). Transactions are selected by declines or approvals only to help track trends. Refers to transactions that have either been accepted or rejected at the point-of-sale. A transaction must be authorized before it is posted to an account statement. Declined transactions will not be posted.

B

Batch Processing - Changes to your program or accounts that are made on a daily (Monday through Friday) basis through nightly processing.

Brick - A prepackaged set of traveler's checks ordered in bulk.

Bulk Activation - A function within EAGLS that allows an A/OPC to perform the initial activation of multiple accounts within his/ her span-of-control.

Bypass - An action option under an MCCG control that allows a group of merchant category codes to bypass the authorization process.

C

Cancellation - An account is over 126 days past due from the payment due date, and a payment has not been received. The account is now cancelled and closed, and the cardholder may be reported to the credit bureau. (For DOI and SBA, accounts reach Cancellation status at 96 days past due from the payment due date.)

Card Plastic - The physical charge card that you use to purchase goods and services.

Central Account - The parent account for an agency. This account serves only to provide an umbrella for all charges to the individual accounts below it. The Central Account receives no transactions. All IBAs below the central account receive their credit lines from it.

Central Account ID - Seven-digit number assigned to a specific account for use within EAGLS.

Centrally Billed Account (CBA) - A charge card account that is billed to and paid by an agency or organization.

Central Office - The financial office which reviews and pays Centrally Billed Accounts.

Charge Card - A plastic card with a sixteen-digit number that allows an account holder to purchase goods and services. The account holder must pay the balance in full on each statement. All government cards are charge cards.

Charge-Off – An account is over 210 days past due from the payment due date, and a payment has not been received. The account is now charged-off and may be referred to an attorney or a collection agency. Charged-off accounts are subtracted from purchases when calculating the agency refund.

Commercial - Commercial delivery of a replacement card. Cards are delivered within two-to-three business days.

Convenience Check - A paper check that is accepted by a merchant as a cash payment. The transaction is deducted from the charge card as a cash advance.

Cost Allocation - Accounting tool within EAGLS that allows a user to spread the cost of an individual transaction or a group of transactions across several cost centers or general ledgers.

CPM - Component Program Manager

Credit Card - A plastic card with a sixteen-digit number that allows an account holder to purchase goods and services on a revolving credit basis. The account holder must pay a minimum balance on each statement.

Credit Limit - The overall dollar amount that may not be exceeded for authorizations and transactions on a charge card.

Current Cycle - Refers to a time frame for transactions to post to an account. The current cycle is a running list of all recent transactions that will post on the next invoice.

Current Invoice - Includes all transactions posted on the most recent invoice.

Current Transactions - Includes all transactions that have posted since the last billing cycle.

Current Year/Fiscal Year - The Current Year is the same as a calendar year. A fiscal year runs from October to October.

Cycle: Amount Limit - The dollar amount that an account holder is allowed to spend during an account cycle for a given MCCG control.

Cycle Dates - The date when your statement is generated.

Cycle: Transaction Limit - The number of transactions that an account holder is allowed to make during an account cycle for a given MCCG control.

D

Daily: Amount Limit - The dollar amount that an account holder is allowed to spend on a daily basis for a given MCCG control.

Daily: Transaction Limit - The number of transactions that an account holder is allowed to make on a daily basis for a given MCCG control.

Date of Activation - During a two-step account transfer, the receiving A/OPC has the option to enter a date on which the account will activate. This date must always be at least one day after the Date of Deactivation entered by the sending A/OPC.

Date Range Search - A period of time used as search criteria for transaction information. The dates are entered in MM/DD/YYYY format.

DBO - Designated Billing Officer. A person and location where CBA transactions are invoiced, reviewed, and paid

DBO Information - Designated Billing Office information.

Debit Card - A plastic card with a sixteen-digit number that allows an account holder to purchase goods and services. The funds for each transaction are electronically deducted from a checking account. A transaction will not be authorized unless there are sufficient funds in the checking account.

Decline – A transaction that was refused for authorization by the bank.

Default Accounting Code - The accounting code to which all transactions will be assigned if no other priority rule has matched a transaction to an accounting code.

Default Account Number - Initiates the selected account the next time you log on to EAGLS.

Default Hierarchy - The default hierarchy accessed the next time you sign on to EAGLS.

Default Hierarchy Level - The highest level of hierarchical access assigned to an A/OPC. This level pre-fills in any search screen.

Default Role - The role (such as A/OPC or AH) that EAGLS assigns to you each time you log on to the system.

Default Viewer - The viewer you select through Reports Options to view all reports.

DEF Update - The Data Exchange File which transfers information from the bank's mainframe to the EAGLS platform.

Delinquency - Failure to meet the payment due date as measured in 30-day increments. For example, an account that has received no payment for 15 days after the due date will be listed as 1 – 30 days delinquent. With each 30-day increment, the level of severity is increased.

Delinquency Cycle - A level of time, in 30 day increments, in which is an account is past due for payment.

Delinquency Statuses - A status that is attached to an account as it obtains various levels of delinquency. For example, most accounts will have a status of "Suspended" if they are 60 days delinquent.

Declined - A status assigned to a queued request by the A/OPC when he/she denies the change.

Divert - An action option under an MCCG control that advises the merchant to call Bank of America for authorization.

Diversion Account – non-transaction account to which selected transactions, based on MCCs, are diverted from individual accounts for billing purposes.

Download - A transfer of information via the Internet.

Draw Down Card - A card that has a yearly or bi-annual credit limit. This card will be used to manage a specific budget such as funds for uniforms.

E

EAGLS - The Electronic Account Government Ledger System. EAGLS is a secured Web-based system that was introduced in November 1998 to assist Government Agencies and Organizations in managing their charge card programs.

EC/EDI Information - Electronic Center/ Electronic Data Interface.

E-Mall List - Electronic merchants that agencies use for common purchases. The E-Mall allows you to hyperlink from EAGLS to an electronic merchant.

Exception - Transactions that AOPCs may want to review to determine spending trends, the MCCs being used, cash usage, and transactions greater than \$2500.

Exception Reporting – reporting used to determine spending trends or potentially faulty MCCs

Exclude - An action option under an MCCG control that excludes a specific group of merchant category codes from authorization.

F

Fast Card - Overnight delivery of a replacement plastic. The card request must be processed prior to 3 PM Eastern Time.

Favorites List - A list of up to 50 of your most frequently accessed accounting codes.

Fleet Card - A charge card that is used solely for the purpose of Government fleet fueling and maintenance.

Foreign Action - Action for an account to take when a specific foreign merchant attempts to receive authorization. For example, Authorize, Decline, Refer, etc.

Foreign Currency Restriction Set - A list of foreign currencies within EAGLS which may not be accepted by its accounts.

Foreign Type - Foreign currency list. An agency may determine what currencies may be accepted by their accounts.

Free Form Comments - Comments attached to a cost allocation within a centrally billed account, which are not linked to each segment of the accounting code. The total length of the comment may not exceed 100 characters.

H

Hierarchy - An organizational structure within your card program. The hierarchy structure allows agencies and organizations to create an eight-tiered chain of command. Refer to the hierarchy description in the Introduction of this guide for more information.

Hierarchy Depth - A quick search that allows you to search multiple levels of hierarchy below the default hierarchy level. This feature of EAGLS allows you to search for accounts throughout your span of control.

Hierarchy String - A specific path within your span-of-control that leads to one hierarchy node. For instance: HL1 1010111, HL2 2020222, HL3 3030345.

I

Inactive Account - Open account that has no current transaction activity. Open account that has not been activated and is not available for use.

Include - An action option under an MCCG control that allows a specific group of merchant category codes to be included for authorization. This is the only option that should be used for MCCG controls.

Individually Billed Account (IBA) - A charge card account that is billed to and paid by an individual.

Initial logon Password - A password allowing a registered user access to EAGLS. You will be prompted to change the password immediately upon initial logon to EAGLS.

Integrated Card - A charge card designed to streamline all agency purchasing processes, incorporating three business lines including travel, purchase, and fleet.

Intranet - A privately maintained computer network that can be accessed only by authorized persons, especially members or employees of the organization that owns it.

Internet - A matrix of networks that connects computers around the world.

L

LAN - Local Area Network. A system that links together electronic office equipment, such as computers and word processors, that forms a network within an office or a building.

M

Magnetic Strip - The strip on the back of your charge card that contains magnetically encoded information related to your account.

Maintainable Fields - Within EAGLS, any field containing a text box allowing you to enter new information. You may enter new information on an account to make changes to that account.

Master Accounting Code - Also known as a MAC, this is the default accounting code to which all transactions are allocated unless other allocation rules have been applied to a transaction.

MCCG - Merchant Category Code Group. A list of four digit merchant types that are accepted for authorization by all accounts within an agency.

Merchant Category Codes (MCC) - A four digit numeric code that designates the type of business a merchant conducts. For instance, all ATM cash advances are coded as 6011. A contractor-assigned categorization of the type of business the merchant is engaged in and the kinds of goods and services provided. These codes are used as an authorized transaction type code on a card/account to identify those types of businesses who provide goods and/or services that are authorized.

Merchant Credit - A credit from a merchant for a particular transaction.

Misuse - A use of the card that is other than official government business.

Monthly: Amount Limit - The dollar amount that an account holder is allowed to spend during a calendar month for a given MCCG control.

Monthly: Transaction Limit - The number of transactions that an account holder is allowed to make during a calendar month for a given MCCG control.

N

New - A status assigned to a queued request by the A/OPC when s/he does not want to make a decision on the change. The request will appear in the queue as a new request.

Next Level - This button allows you to view all the available hierarchies nodes below a hierarchy you are browsing. For example, if you are starting from an HL3, the Next Level button will display all available HL4 nodes within your span of control.

O

One Stage Transfer - An account transfer in which the account is moved within the same span-of-control and the Central Account ID has not changed.

Option Set ID - A five-digit number that defines the set of authorization controls assigned to an account. This field is defined by Bank of America.

Other: Amount Limit - The dollar amount that an account holder is allowed to spend during a specific period for a given MCCG control.

Other: Transaction Limit - The number of transactions that an account holder is allowed to make during a specific period for a given MCCG control. The length of the authorization period will be determined in the Total Number of Days field. For instance, you may restrict cash advances so that the account holder may only withdrawal \$200 every 10 days.

P

Password - A case-sensitive, five-to-eight characters, alphanumeric word which allows a registered user access to EAGLS.

Payment Office - Office responsible for paying CBAs.

Pending - A status assigned to a queued request by the A/OPC when s/he intends to make a decision on the change at a later time.

Point of Contact - An A/OPC, DBO, EC/EDI, or TDO that is assigned to a specific hierarchy node. These persons are responsible for the management of the government charge card program.

Posted Transaction - Transactions that have been authorized, gone through batch processing, and debited or credited to a specific account.

Program - The purpose (Travel, Purchase, Fleet, Integrated) for which the charge card is being used. For instance, a Travel program will be specifically designed for travel purchases.

Previous Cycle - A past statement. EAGLS allows you to search for statements and transactions for 13 previous months.

Previous Level - This button allows you to view all the available hierarchies nodes above a hierarchy you are browsing. For example, if you are starting from an HL4, the Previous Level button will display all available HL3 nodes within your span of control.

Priority Rules - The rules determining the order in which default accounting codes will be applied to transactions. You may choose to apply to the Central Account's default accounting code, the Account Holder's default accounting code, and the MCC default accounting code priority rules of 1, 2, and 3. Priority Rules are mutually exclusive. The same priority may not be assigned to more than one rule.

Program Type - Purchase, Travel, Fleet or Integrated programs selected for use by the Government.

Purchase Card - A charge card used to make government-related purchases that are directly billed to and paid in full by the agency or organization.

Q

Queue - A group of electronic requests that have been compiled by EAGLS for an A/OPC to review. The request is a change within EAGLS that the A/OPC must approve or decline.

Queued Request - An electronic request within EAGLS that has been sent to the A/OPC queue for review.

R

Raw Data - The feature in the Reporting Tool that allows a user to download data from certain reports into a file on his/her own PC. The user can then manipulate the data within that file to create a specialized report to meet his/her needs.

Real-Time Processing - Changes to your program or accounts that are made immediately on EAGLS upon submission of maintenance, or an update via an MQ (Message Queuing) to TSYS.

Receiving A/OPC - This term applies to Transferring Accounts from one span-of-control to another, the receiving A/OPC is the person who will have future access and control over the transferred account. This person receives the account through his/ her Transfer Account queue.

Refresh Date - The date from which the Total Number of Days will begin. For instance, you may designate 06/01/2000 in the (MM/DD/YYYY) format as the starting date for a given MCCG control. The transaction limit and amount limits will "refresh" every pre-set number of days from this starting date.

Report Parameters - The limitations or scope of information you determine for a specific report.

Report Viewer - The software application through which you will view a report, such as Info Analyzer, Word, or Excel.

Required - A portion of the accounting code which must be entered to create a valid accounting code.

Role - Responsibility title such as A/OPC or Account Holder.

S

Sales Draft - The transaction receipt.

Scheduling Prompts - Data such as Hierarchy level and Run time that the Reporting tool requires for report parameters.

Search By - A search option that allows you to restrict the search within your span of control. For example, you may restrict your search to account holders with the last name of "Jones."

Search For - A search option that allows you to restrict the data returned by EAGLS. For example, when searching for accounts within your span of control, you may limit the search to Open accounts, Closed accounts or Both.

Segment Descriptions - The description of one portion of the general ledger accounting code.

Segmented Comments - Comments attached to a cost allocation within a centrally billed account which are linked to each segment of the accounting code. The total length of the comment may not exceed the defined number of characters for that segment.

Segment Length - The number of characters that a segment of the accounting code may use. The total length of all segments may not exceed 64 characters.

Segment Name - The title given to a specific segment of the accounting code. For instance the Segment name of the first segment of an accounting code may be "Year" and the Segment Length would be 4 characters.

Sending A/OPC - This term applies to Transferring Account from one span-of-control to another, the sending A/OPC is the person who is transferring access and control to another A/OPC.

Session Account Number - Allows you to view information on the selected account for the current session.

Session Hierarchy - The hierarchy access for the current session.

Session Role - The role (such as A/OPC or AH) that you are accessing during the current session. Your role determines your functionality within EAGLS.

Single Purchase Limit - A specific dollar amount that one purchase may not exceed. For instance, most Purchase card programs will not allow an account holder to make a single purchase that exceeds \$2,500.00

Sorting Options - Options that will determine the order of the information in your report (alphabetical, ascending date, descending date).

Span of Control - All hierarchies that have been created under your default hierarchy level.

Status - An indicator identifying an account as opened or closed. The account status indicates if the account may be used for future transactions. The Opened status may also show a level of delinquency notation. The Closed status will also show a closure reason notation.

Subtotals, Totals, Grand Totals - The summary amounts at various component levels of your span-of-control.

T

Task Order Number - A number that designates the program type (Travel, Purchase, Fleet) and program requirements of your agency.

TDO - Transaction Dispute Office for CBAs. This person is responsible for disputing any unauthorized transactions on a centrally billed account.

TDO Information - A hyperlink that displays the Transaction Dispute Office for a CBA. This person is responsible for disputing any unauthorized transactions on a centrally billed account.

Total Length - The total length is the number of characters that the accounting code must not exceed. The entire accounting code must not exceed 64 characters, regardless of the number of segments contained with the code.

Total Number of Days - A specific period of time in days during which an account can access a pre-set number of transactions and a pre-set dollar amount for a given MCCG control.

Total Systems (TSYS) - A mainframe system for Bank of America that records and warehouses all authorization and transaction information for government charge cards.

Transaction Dispute - A disagreement between the card holder or account holder and the merchant with respect to a transaction.

Transaction Transfer - A transaction that should be allocated from an individual account to its diversion account. This occurs only on Integrated programs with diversion accounts. A transaction transfer moves the billing of a transaction from one account to another.

Transaction Limit - A number of allowable transactions in a given period.

Travel Card - A charge card that is used solely for the purpose of purchasing Government travel-related goods and services.

Traveler's Checks - A paper check that has drawn a specific cash value from a charge card. The Traveler's check may be redeemed at any authorized merchant for that specific cash value.

Two stage Transfer - Process used to perform an account transfer to a different span-of-control. This may also occur with an account transfer in which the account is moved within the same span-of-control, but the Central Account ID must change.

U

User ID - The identity of a registered EAGLS user. This is usually some combination of your first and last name that may contain a number.

User Profile - The authorization a person is given to access EAGLS screens and perform EAGLS tasks.

USPS - United States Postal Service. A delivery option for a replacement card that takes seven-to-ten business days.

V

Valid MCCG Tables - A listing of Merchant Category Code Groups that will be accepted or declined designated in agency setup.

Valid Preferred Vendor Tables - A list of merchants through which transactions may be accepted. This list may be as specific as a certain terminal in a particular merchant location.

Valid Preferred Tables - A list of MCCs or vendors that are included for authorization by a agency.

Valid Segment Value - A list of acceptable values for a given accounting code segment that the user will establish during accounting center setup Accounting Code.

Valid Values - A list of acceptable values for a given accounting code segment that the user will establish during accounting center setup.

Value - An entry for an accounting code segment or description that must comply with the number of characters defined by that segment or description.

Value Descriptions - Short descriptions (40-character length) of each valid value. These value descriptions will appear when the user performs Accounting Code Browse, as well as on the Transaction Detail screen and the Cost allocation screen.

Vendor Action - Action for an account to take when a specific merchant attempts to receive authorization. For example, Authorize, Decline, Refer, etc.

Vendor Check - An account restriction that limits transactions to a specific group of merchants.

Vendor Type - Describes the type of business a merchant provides. All merchants that provide a certain service or merchandise will have a similar MCC. For example, all ATM cash advances are coded 6011.

W

WAN - Wide Area Network. A communications network that uses such devices as telephone lines, satellite dishes, or radio waves to span a larger geographic area than can be covered by a LAN.

Warrant Level Dollar Amount - Dollar value of government issued contracting officer warrant.